

WEST OF ENGLAND BUS STRATEGY



CONSULTATION REPORT
9 JUNE
2020

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Introduction

Welcome to the consultation report on the West of England Bus Strategy consultation. We published the draft Bus Strategy as part of a public consultation between 3 February and 15 March 2020 - receiving nearly 2,000 responses from across the region. This document looks at the feedback we received, sets out what people in the region think, and looks at next steps.

Thank you to everyone who responded. We appreciate the time people took to respond, and the wide range of views expressed. Your views will help ensure that a stronger and more collaborative Bus Strategy emerges as a result.

Since the Bus Strategy consultation, the Covid-19 pandemic has changed how people move around the region and think about public transport. We will consider how travel patterns have changed as a result of Covid-19, what that means for the future, and how to reflect this in the final Bus Strategy.

What is the Bus Strategy?

The West of England Bus Strategy has been prepared by the West of England Combined Authority, working with its constituent councils of Bath & North East Somerset, Bristol and South Gloucestershire, as well as neighbouring North Somerset Council. It looks at how bus services can help us to tackle traffic congestion and reduce carbon emissions at a regional level. We want to create a bus network that people want, and are able, to use.

Based on passenger research, we propose to do this by improving the quality and reliability of bus services, so that people can get to more destinations quickly and comfortably. This strategy sets out some principles that can help us increase passenger numbers; it will be followed by more detailed delivery plans from 2020.

In order to help inform the emerging document, a six-week public consultation was held earlier this year.

This document is the consultation report, which summarises the survey results and will accompany the final Bus Strategy to be considered by our West of England Joint Committee later in the year.

What you said

The objectives set out in the strategy include: developing a comprehensive and joined-up bus network; maximising bus service reliability and reducing journey times; providing simplified ticketing; addressing congestion; developing accessible passenger waiting facilities and continuing to improve passenger satisfaction.

Over 85% of respondents agreed with these objectives, and two thirds said our target to double passenger numbers is sufficiently ambitious (p.7-8).

You agreed with the concept of an interchange-based network, as well as exploring other transport solutions to serve rural communities other than conventional bus services (p.10).

There's clear support for providing buses extra "green time" at traffic signals (p.12). Alongside the support for road space reallocation and diverting traffic away from public transport corridors.

We also asked you to rank what type of services and facilities served should be provided through the supported bus network to help us gauge people's priorities (p.18). The top priorities for supported bus services were access to employment, hospitals and education facilities (in order of preference).

All your feedback will be considered within the final Bus Strategy – further details are in the 'Next steps' chapter (p.23). The final Bus Strategy will need to consider responses in the context of the region, post COVID-19, as well as any changes since the draft strategy.

Methodology

A total of 1,920 responses were received over the consultation period, of which 1,855 were through the online questionnaire tool, with 65 written responses also received.

The online questionnaire, available on the Travelwest website, allowed for people to view the document and then provide comments via a structured questionnaire.

The questionnaire was structured as follows:

- Name, postcode, email address, and contact preferences if individuals wanted to be informed of future consultations.
- 16 questions on the bus strategy itself, with an additional "further comments" section at the end of the survey.
- A section to capture demographic & equalities data at the end of the survey.

The next section provides a breakdown of the core questions regarding the bus consultation.

For most of the questions, the following has been provided:

- A headline summary of the question findings.
- Summary of how the question was presented in the survey.
- A bar chart or pie chart of the results, plus accompanying table with percentage figures.
- Summary of the findings.
- How this will impact on the final bus strategy document.

Note: Where percentages have been provided throughout the report, these have been provided to the nearest tenth-decimal place, and therefore rounding errors may occur within percentages.

Summary of the key headlines

	Question Text (in order of survey)	Result Headline
Ref.	Text	Text
1	How often do you travel by bus in the West of England? (Bath & North East Somerset, Bristol, North Somerset and South Gloucestershire)	15% of people travelled on a bus at least once a day. 60% of people travelled on a bus at least once a week.
2	How far do you agree with our objectives?	85% of people either strongly agreed, agreed or somewhat agreed with the objectives.
3	Do you think our target to double passenger numbers is sufficiently ambitious?	Over two-thirds of responses agreed with the proposed target.
3a	If no, please explain why	Mode share was viewed as a better target by people who responded "no" to this question.
4	Would you be prepared to walk further to a better, more reliable bus service?	There was a clear split of views on this question, with marginally more people not prepared to walk further to a bus stop for a more reliable service.
4a	If no, please explain why	Current accessibility and walking distance to bus services were viewed as being too far by "no" responses.
5	How far do you agree with the concept of an interchange-based network?	76% of people strongly agreed, agreed or somewhat agreed with the concept of an interchange-based network for the West of England.
6	Do you agree that rural communities could be better served by connections to transfer hubs?	Nearly four out of five (79.8%) people either strongly agreed or agreed that rural communities would be better served by connections to transfer hubs.
7	Do you think that we should explore other transport solutions to serve rural communities rather than conventional bus services?	Over four out of five (82%) people agreed that other transport solutions should be explored to serve rural areas instead of conventional buses.
7a	If no, please explain why	Bus services were preferred by "no" respondents instead of other transport solutions within rural areas.
8	How far do you agree with the re-allocation of road space in favour of buses to ensure bus services run punctually?	A significant majority (84.3%) agreed to the re-allocation of road space to prioritise buses, with over half of all people "strongly agreeing".
9	How far do you agree with diverting traffic away from certain public transport corridors?	Just over three-quarters (76.4%) of responses strongly agreed or agreed in diverting general traffic away from public transport corridors.

10	Do you agree with buses having extra 'green time' at traffic signal to help services run punctually?	A significant majority (81.2%) strongly agreed or agreed that buses should have extra "green time" at traffic signals.
11	How far do you agree with our ticketing principles?	A significant majority of responses (82.2%) strongly agreed, agreed or somewhat agreed with the ticketing principles.
12	Are there any other improvements to the provision of bus information that would you like to see?	Improvements in Real Time Information was wanted for bus services.
13	How important are modern vehicles to your passenger experience?	Whilst viewed as important, there was an even split in terms of level of importance weighted by people.
14	Would you be open to using a shared taxi/mini bus to connect to the wider bus network?	Two-thirds of people stated they would use a shared taxi/minibus.
14a	If no, please explain why	Concerns over bus priority, cost and ticketing were the main issues from people who responded "no" to this question.
15a	How do you think councils should spend their budget for supported bus services? (Park and Ride services)	The highest ranked priorities for supported bus services were access to employment, hospitals and education facilities.
15b	How do you think councils should spend their budget for supported bus services? (Demand responsive and Community Transport (supports accessibility issues for individuals at lower costs))	The highest ranked priorities for supported bus services were access to employment, hospitals and education facilities.
15c	How do you think councils should spend their budget for supported bus services? (Local shopping services (helps individuals to support themselves in their homes))	The highest ranked priorities for supported bus services were access to employment, hospitals and education facilities.
15d	How do you think councils should spend their budget for supported bus services? (Rural services)	The highest ranked priorities for supported bus services were access to employment, hospitals and education facilities.
15e	How do you think councils should spend their budget for supported bus services? (Access to education)	The highest ranked priorities for supported bus services were access to employment, hospitals and education facilities.
15f	How do you think councils should spend their budget for supported bus services? (Evening and Sunday services)	The highest ranked priorities for supported bus services were access to employment, hospitals and education facilities.
15g	How do you think councils should spend their budget for supported bus services? (Services to hospitals)	The highest ranked priorities for supported bus services were access to employment, hospitals and education facilities.

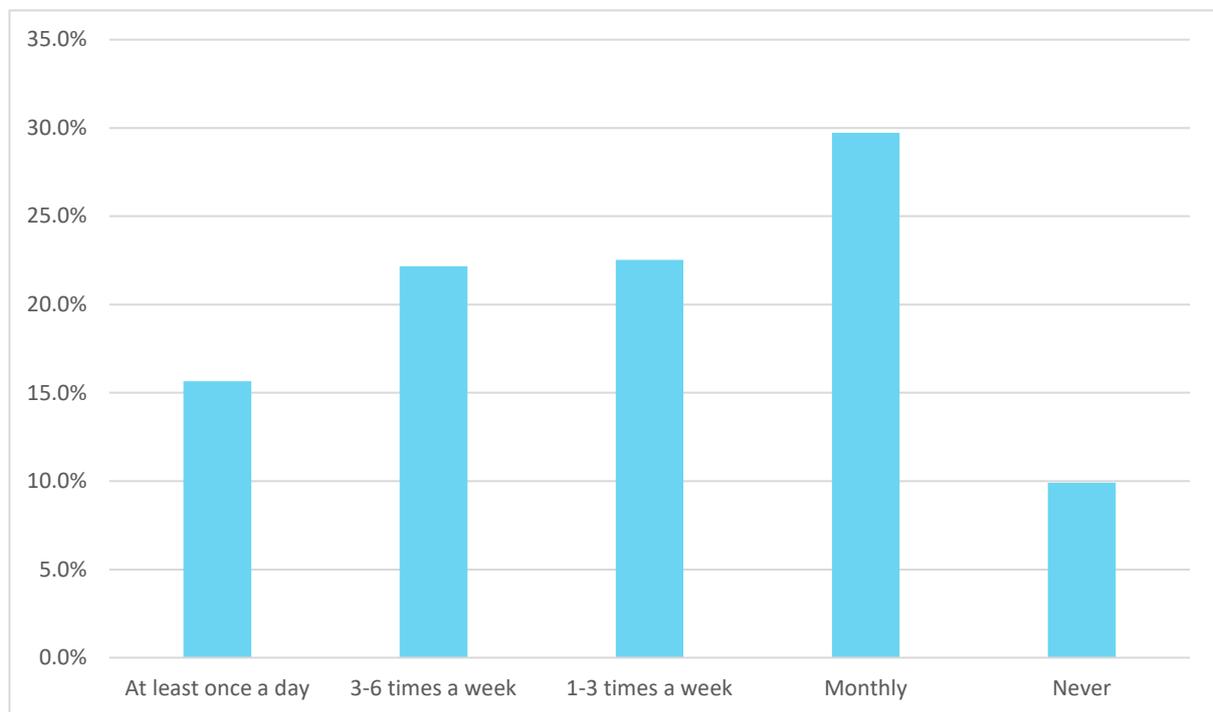
15h	How do you think councils should spend their budget for supported bus services? (Access to employment)	The highest ranked priorities for supported bus services were access to employment, hospitals and education facilities.
16a	Which of the Bus Strategy's themes would you prioritise? (A well-designed network that is simple, coherent and efficient across the region)	The highest ranked bus strategy themes were a well-designed bus network, reliable and faster bus services and modern, clean accessible buses.
16b	Which of the Bus Strategy's themes would you prioritise? (Better services for people in rural areas)	The highest ranked bus strategy themes were a well-designed bus network, reliable and faster bus services and modern, clean accessible buses.
16c	Which of the Bus Strategy's themes would you prioritise? (Giving passengers more reliable and faster buses through priority infrastructure and wider policy)	The highest ranked bus strategy themes were a well-designed bus network, reliable and faster bus services and modern, clean accessible buses.
16d	Which of the Bus Strategy's themes would you prioritise? (Simple, smart and convenient ticketing)	The highest ranked bus strategy themes were a well-designed bus network, reliable and faster bus services and modern, clean accessible buses.
16e	Which of the Bus Strategy's themes would you prioritise? (High quality, consistent and easily understood information)	The highest ranked bus strategy themes were a well-designed bus network, reliable and faster bus services and modern, clean accessible buses.
16f	Which of the Bus Strategy's themes would you prioritise? (A safe, pleasant and comfortable customer experience)	The highest ranked bus strategy themes were a well-designed bus network, reliable and faster bus services and modern, clean accessible buses.
16g	Which of the Bus Strategy's themes would you prioritise? (Modern, clean and accessible buses that contribute to reducing transport's harmful emissions)	The highest ranked bus strategy themes were a well-designed bus network, reliable and faster bus services and modern, clean accessible buses.
16h	Which of the Bus Strategy's themes would you prioritise? (A network complemented by Community and Demand Responsive Transport)	The highest ranked bus strategy themes were a well-designed bus network, reliable and faster bus services and modern, clean accessible buses.
17	Do you have additional comments on the Bus Strategy?	There was a overall positive response towards changes to the bus network infrastructure, with bus cost (being too expensive) being a concern.

Results

1: How often do you travel by bus in the West of England? (Bath & North East Somerset, Bristol, North Somerset and South Gloucestershire)

Headline:	15% of people travelled on a bus at least once a day. 60% of people travelled on a bus at least once a week.
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This question was a context question, to gauge how often individuals responding to the consultation used bus services within the region.



Response rate: 77.8%

	At least once a day	3-6 times a week	1-3 times a week	Monthly	Never
%	15.6%	22.2%	22.5%	29.7%	9.9%
Grouped	60.4%			39.6%	

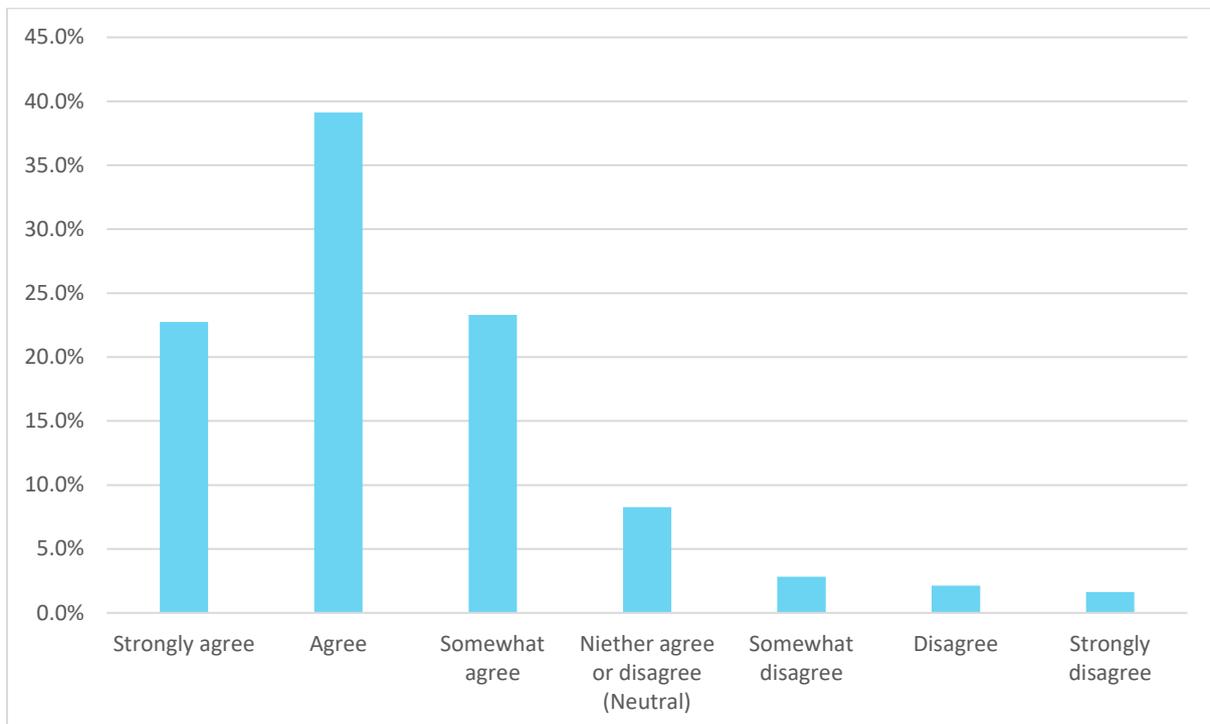
Whilst the highest number of individual responses indicated that they used buses relatively infrequently, the majority of people (60%) used the bus services at least once per week. A total of 10% indicated that they did not use the bus at all.

2: How far do you agree with our objectives?

Headline:	85% of people either strongly agreed, agreed or somewhat agreed with the objectives.
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This question was presented as a drop-down menu across seven categories. The question asked to what extent individuals agreed with the following objectives:

- A comprehensive and joined up bus network.
- Doubling passenger numbers by 2036.
- An improved and easy to understand rural network.
- Maximise bus service reliability and reduce journey times
- To provide simplified ticketing.
- Accessible passenger waiting facilities.
- Address congestion and delays.
- Continue to improve passenger satisfaction.



Response rate: 76.3%

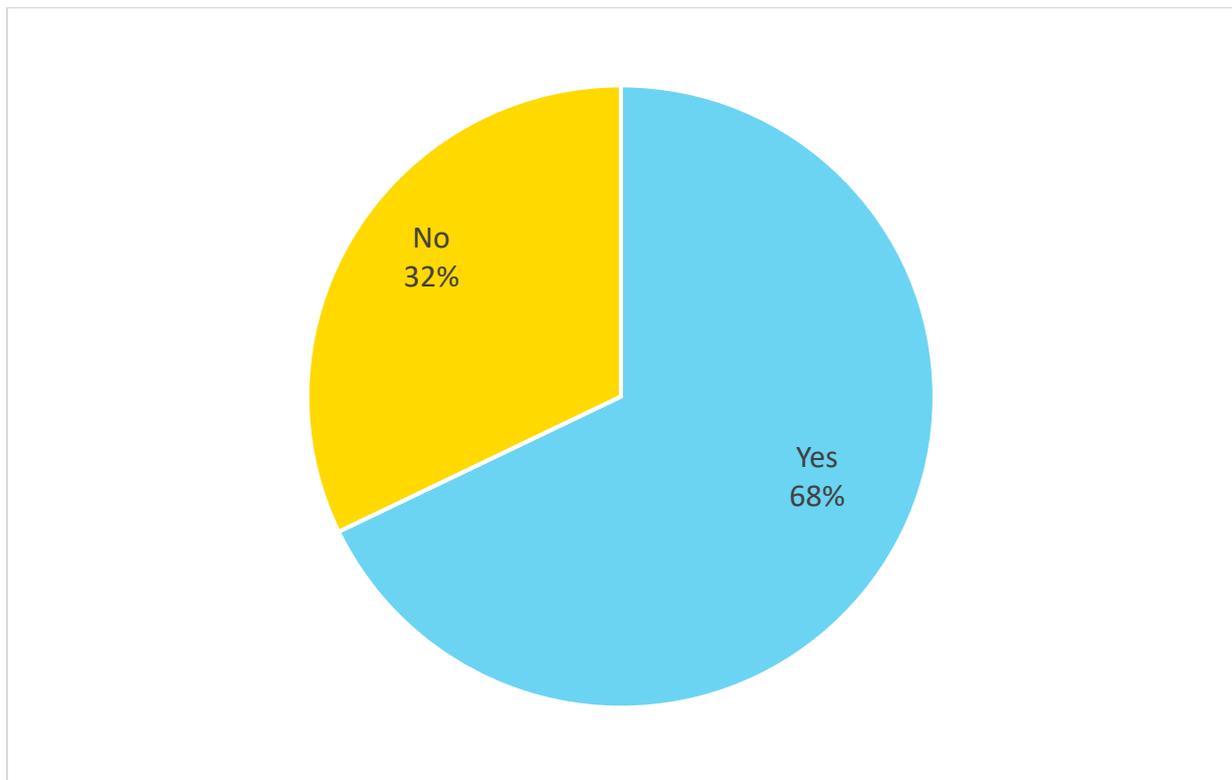
	Strongly agree	Agree	Somewhat agree	Neither agree or disagree	Somewhat disagree	Disagree	Strongly disagree
%	22.7%	39.1%	23.3%	8.3%	2.8%	2.1%	1.6%
Grouped	85.2%			8.3%	6.5%		

Most people either strongly agreed, agreed or somewhat agreed with the objectives, with only a small number of people disagreeing. The most popular response was “agree” with nearly 40% of people selecting this category.

3: Do you think our target to double passenger numbers is sufficiently ambitious?

Headline:	<p>Over two-thirds of responses agreed with the proposed target.</p> <p>Mode share was viewed as a better target by people who responded “no” to this question.</p>
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This question was presented as a simple yes/no question to the headline target of doubling bus passenger numbers by 2036. A text box was provided if they disagreed with the proposed target.

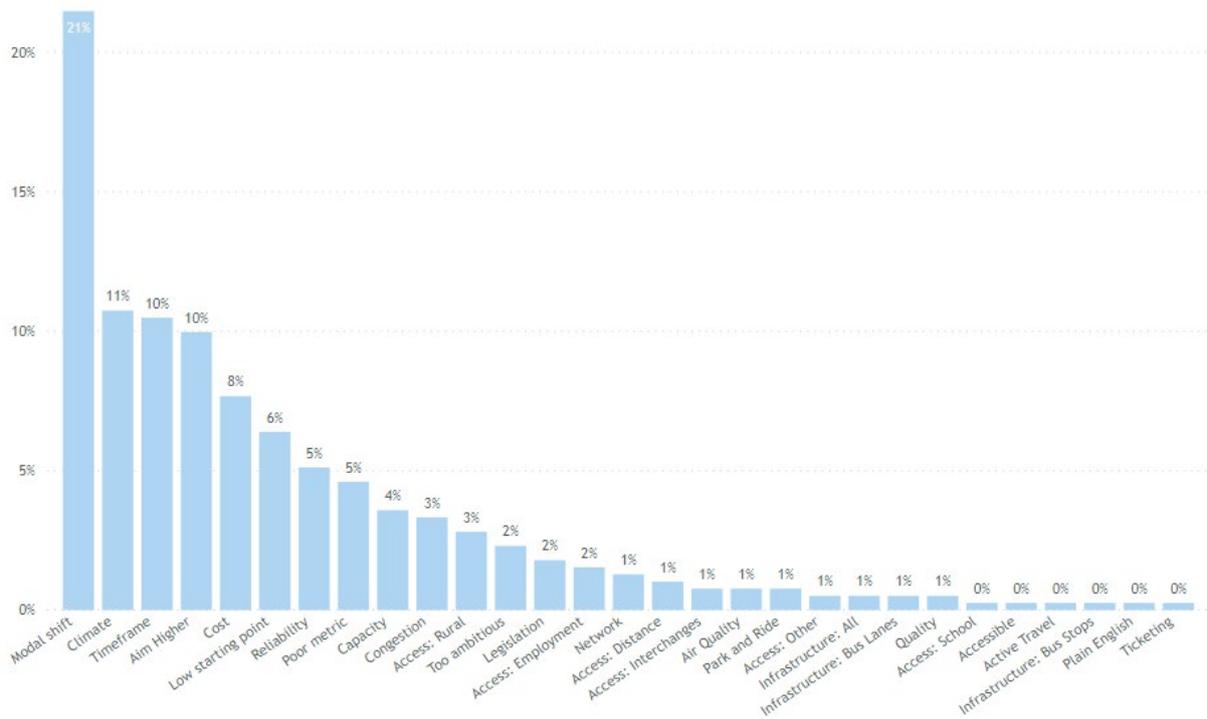


Response rate: 76.1%

	Yes	No
%	67.8%	32.2%

Over two-thirds of all responses agreed with the target of doubling bus passenger numbers by 2036. One third of people disagreed with this target.

A total of 431 text responses were received. The below chart summarises the text responses received after being grouped together by main reason.



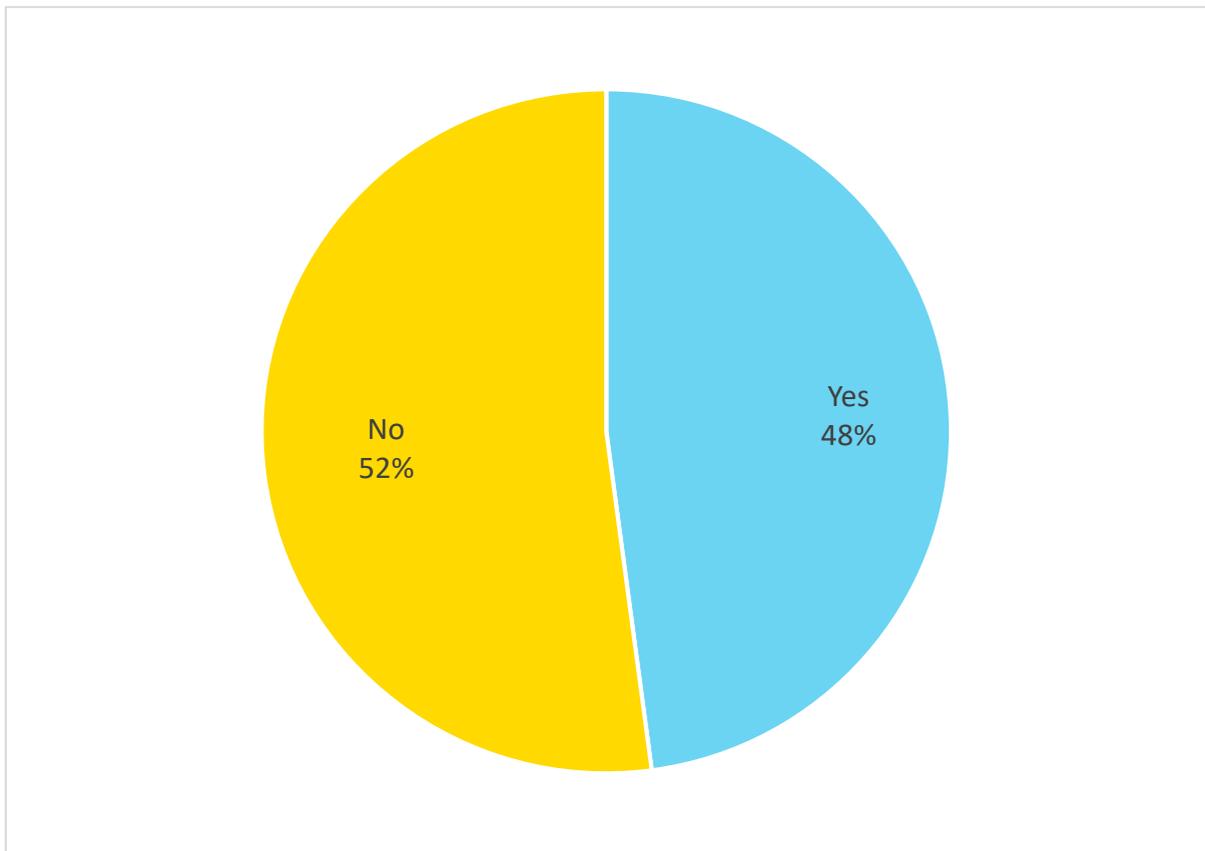
(Percentages rounded to nearest whole number)

The main reason that responses answered “no” to this question related to mode share as a target being preferred, instead of the proposed target. This response was twice that of the next common responses of the Climate Emergency, the timeframe that the document covers, or aspirations for the document to aim higher.

4: Would you be prepared to walk further to a better, more reliable bus service?

Headline:	<p>There was a clear split of views on this question, with marginally more people not prepared to walk further to a bus stop for a more reliable service.</p> <p>Current accessibility and walking distances to bus services were viewed as being too far by “no” responses.</p>
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This question was presented as a simple yes/no question. However, individuals were also provided with a text box inviting them to provide comments if they disagreed with this statement.

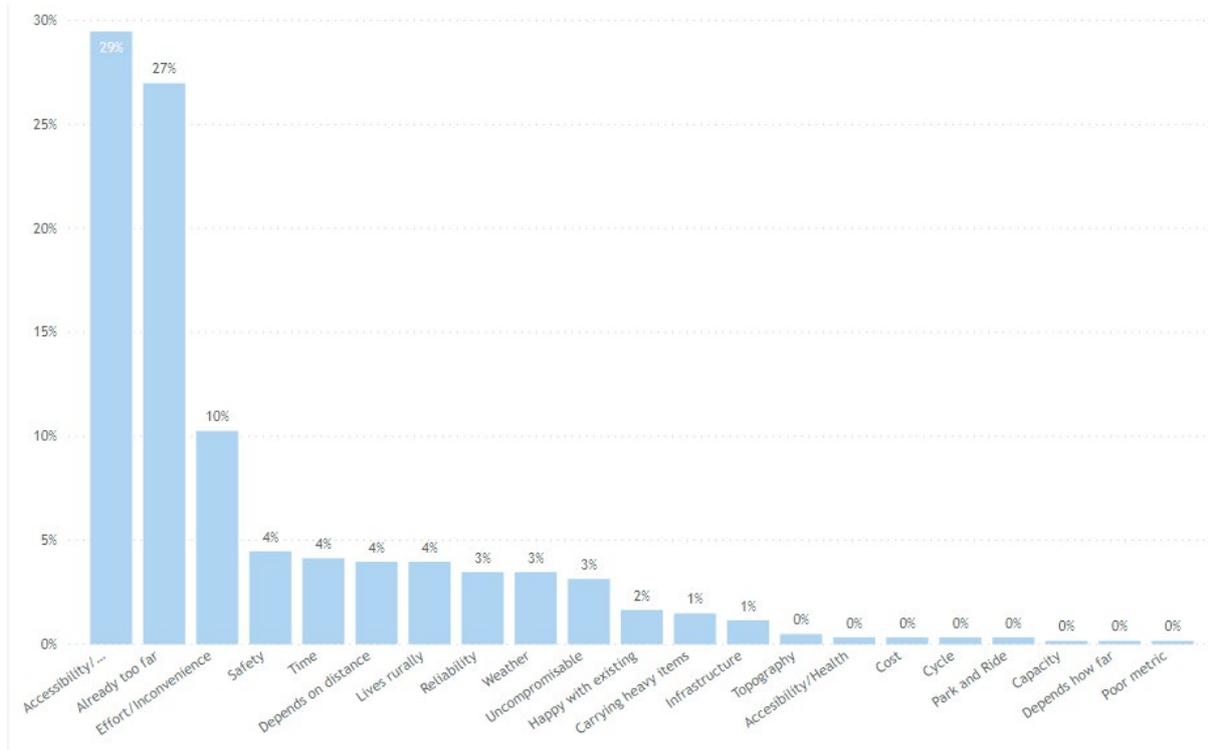


Response rate: 76.6%

	Yes	No
%	47.9%	52.1%

There was a very clear split on responses to this question, with slightly more individuals stating that they would not be prepared to walk further to a bus stop for a more reliable service.

A total of 666 text responses were received. The below chart summarises the text responses received after being grouped together by main reason.



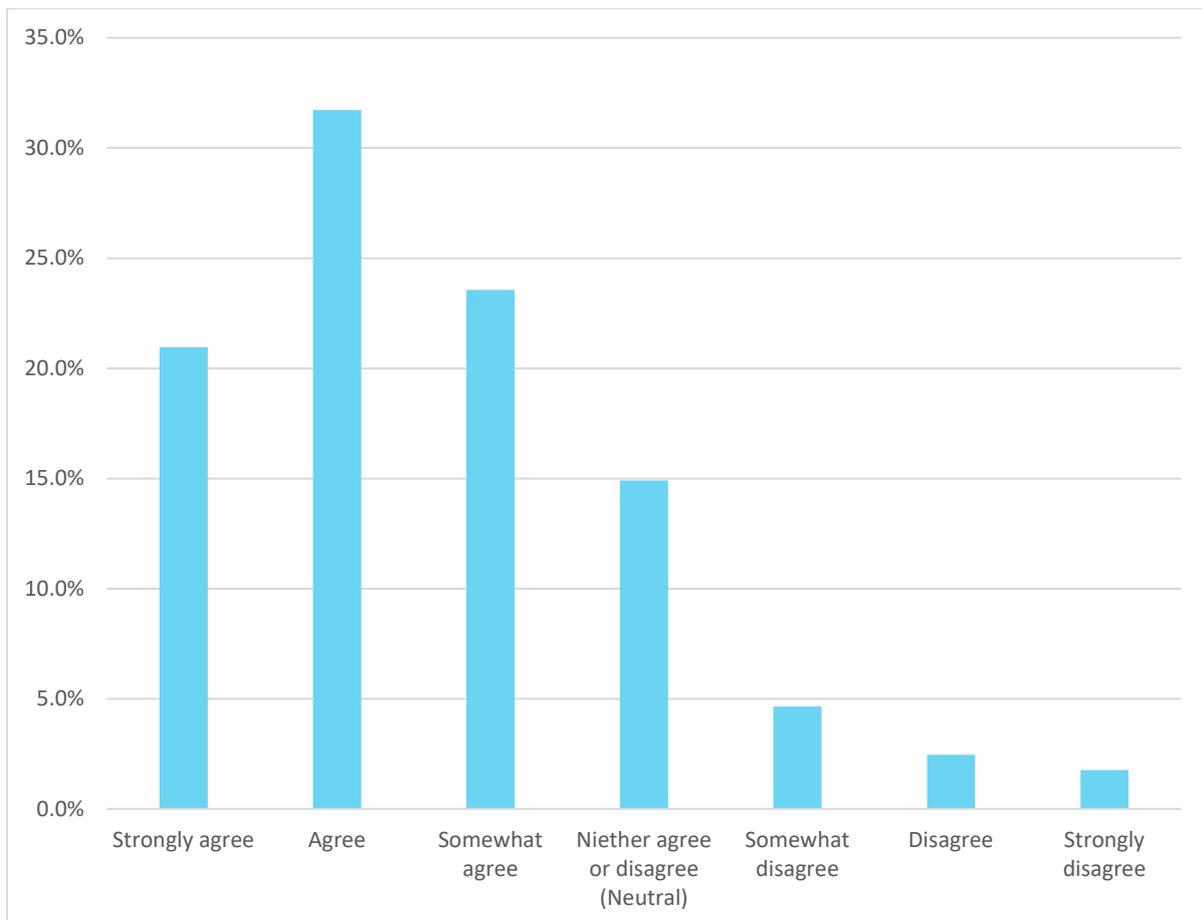
(Percentages rounded to nearest whole number)

The main reason that responses answered no to this question related to accessibility to the current network, or that walking distances were already too far to access services.

5: How far do you agree with the concept of an interchange-based network?

Headline:	76% of people strongly agreed, agreed or somewhat agreed with the concept of an interchange-based network for the West of England.
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This question was presented as a drop-down menu across seven categories. The question proposed the principles of revising the bus network into an interchange-based network across the West of England, with cross city and orbital routes with interchange/transfer facilities between these routes.



Response rate: 76.6%

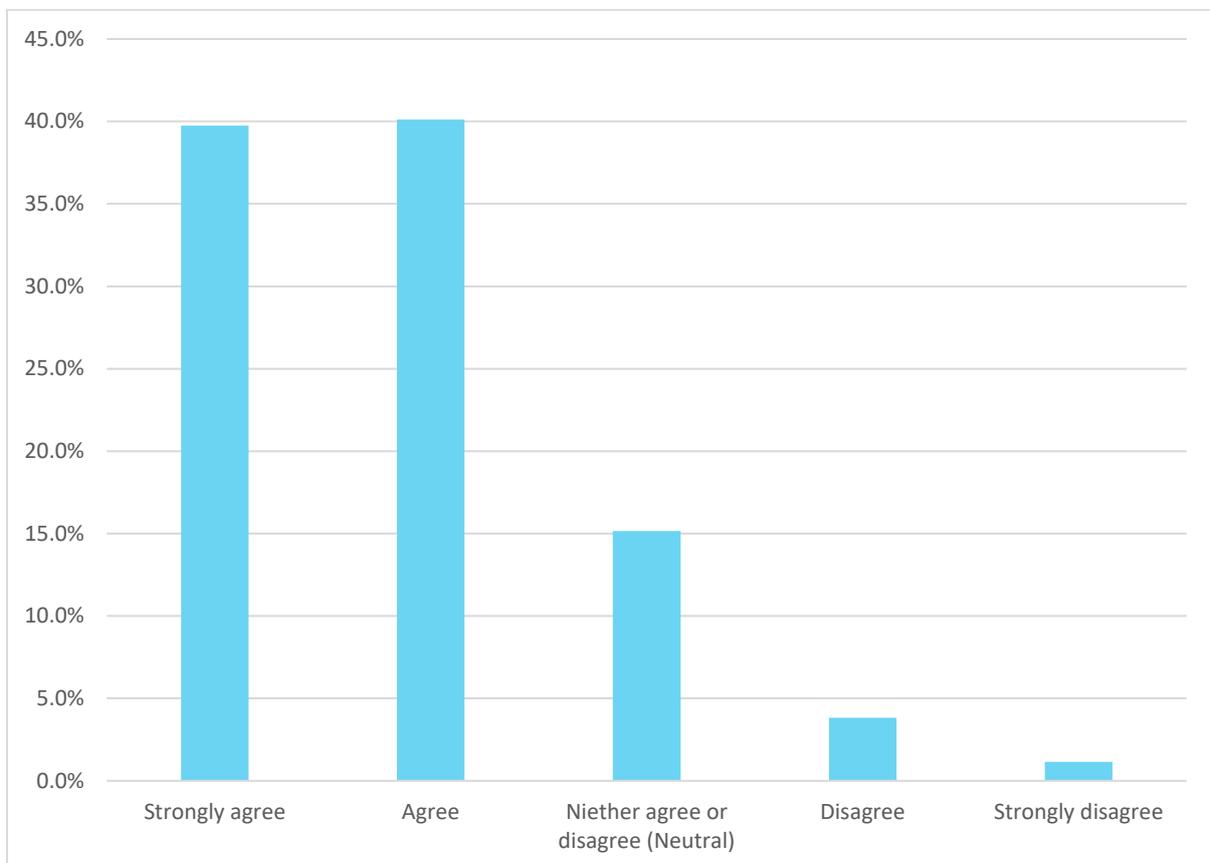
	Strongly agree	Agree	Somewhat agree	Neither agree or disagree	Somewhat disagree	Disagree	Strongly disagree
%	21%	31.7%	23.6%	14.9%	4.6%	2.5%	1.8%
Grouped	76.3%			14.9%	8.9%		

Most people either strongly agreed, agreed or somewhat agreed with the objectives, with only a small number of people disagreeing. The spread across categories was broadly similar to the question regarding objectives, but with a higher proportion of the “neither agree or disagree” category. The most popular response was “agree” with nearly 31.7% of people selecting this category.

6: Do you agree that rural communities could be better served by connections to transfer hubs?

Headline:	Nearly four out of five (79.8%) people either strongly agreed or agreed that rural communities would be better served by connections to transfer hubs.
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This question was presented as a drop-down menu across five categories. The question was specific in how to best serve rural areas, and whether rural areas would be better served by rural services connecting to transfer hubs.



Response rate: 74.7%

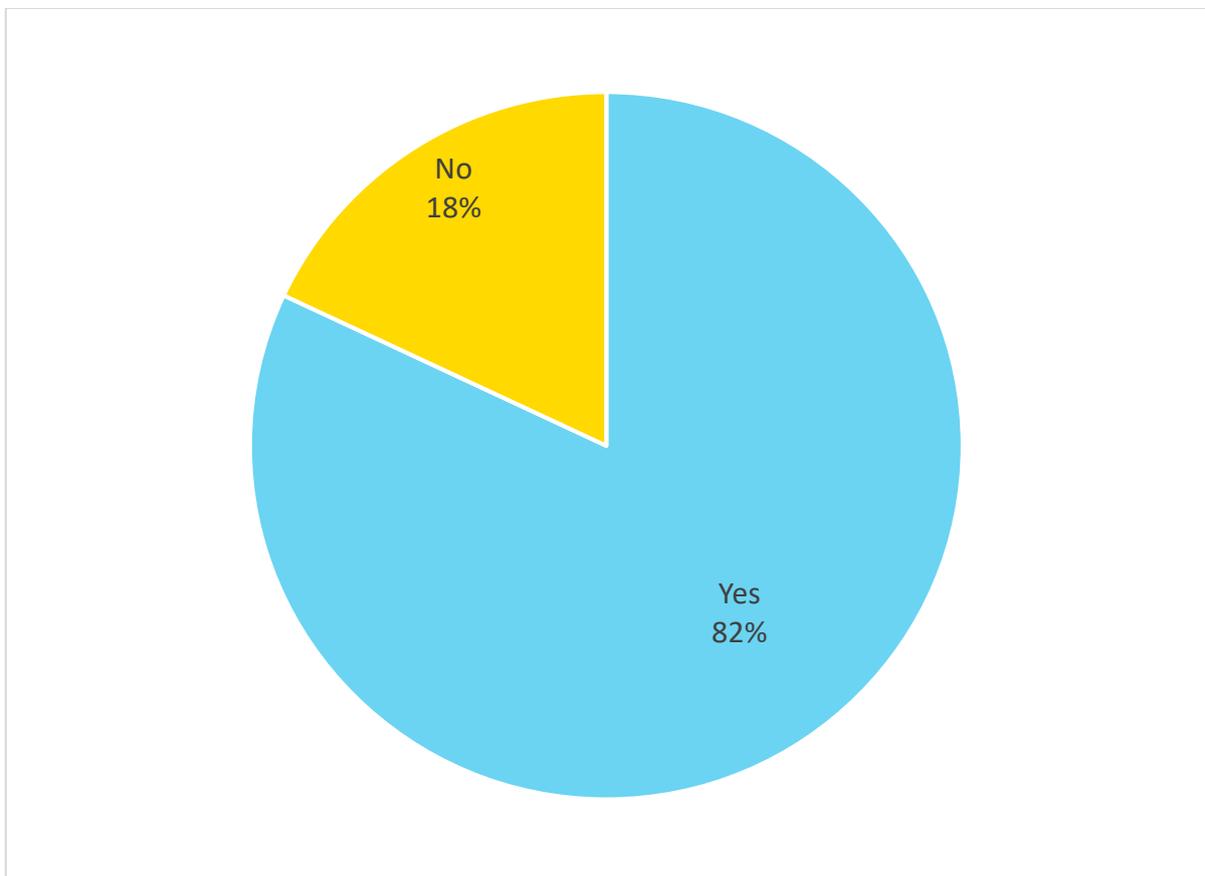
	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
%	39.8%	40.1%	15.2%	3.8%	1.2%
Grouped	79.8%		15.2%	5%	

The vast majority (79.8%) either strongly agreed or agreed with this question, with only a small number (5%) of people disagreeing. Both the “strongly agree” and “agree” selections had similar response rates

7: Do you think that we should explore other transport solutions to serve rural communities rather than conventional bus services?

Headline:	<p>Over four out of five (82%) people agreed that other transport solutions should be explored to serve rural areas instead of conventional buses.</p> <p>Bus services were preferred by “no” respondents instead of other transport solutions within rural areas.</p>
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This question was presented as a simple yes/no question. However, individuals were also provided with a text box inviting them to provide comments if they disagreed with this statement.

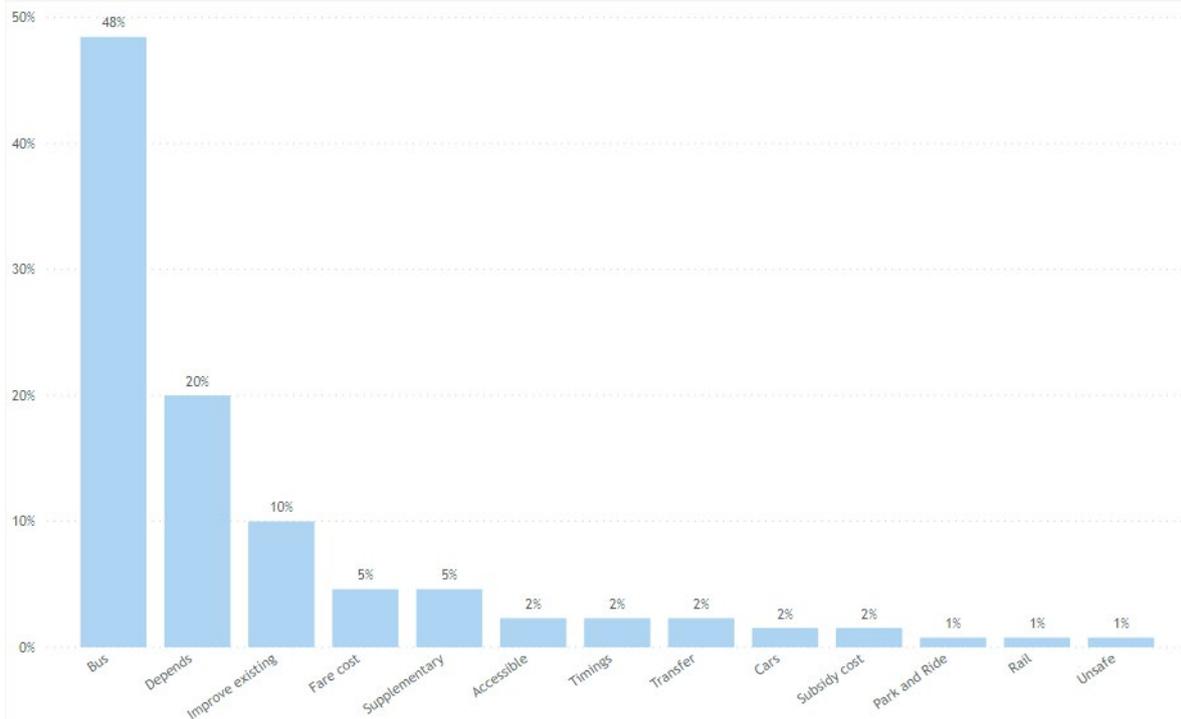


Response rate: 73.3%

	Yes	No
%	82%	18%

The vast majority (82%) agreed with this question, with a small number of people (18%) disagreeing.

A total of 258 text responses were received. The below chart summarises the text responses received after being grouped together by main reason.



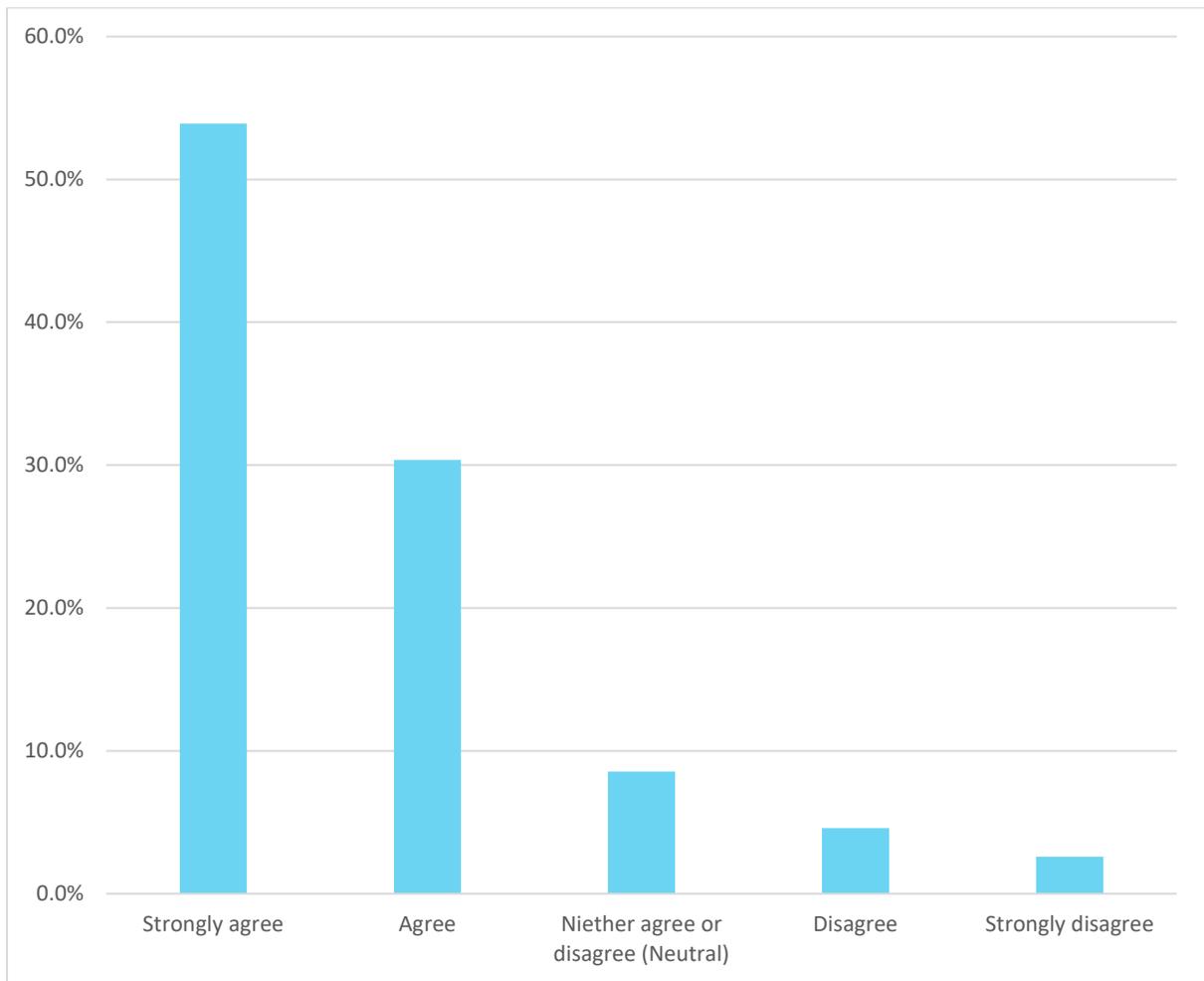
(Percentages rounded to nearest whole number)

The main reason that responses answered no to this question was that respondents preferred buses over other types of transport solutions in rural areas. There was also a significant response indicating that it would depend on the type of transport solution provided.

8: How far do you agree with the re-allocation of road space in favour of buses to ensure bus services run punctually?

Headline:	A significant majority (84.3%) agreed to the reallocation of road space to prioritise buses, with over half of all people “strongly agreeing”.
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This question was presented as a drop-down menu across five categories. The question considered the principal of reallocation of road space to favour buses in order to improve punctuality.



Response rate: 75.1%

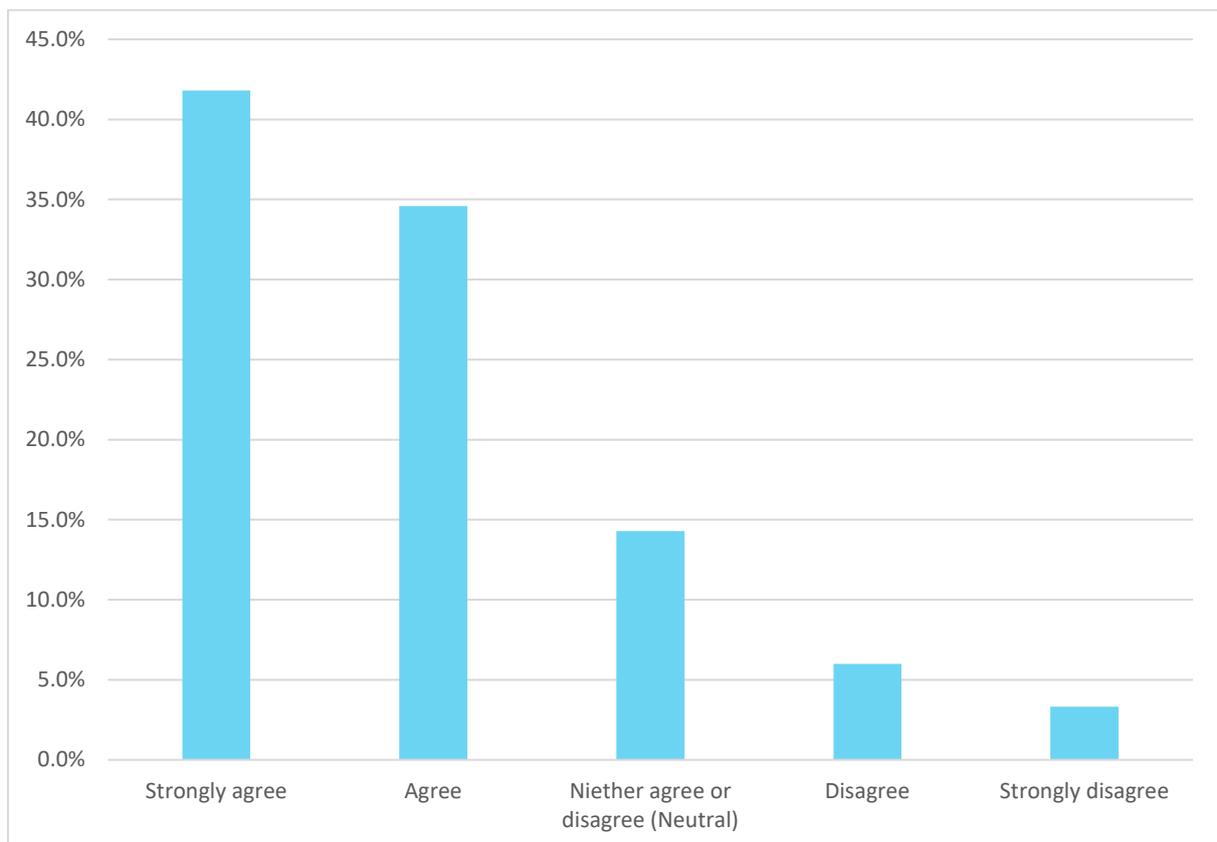
	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
%	53.9%	30.4%	8.5%	4.6%	2.6%
Grouped	84.3%		8.5%	7.2%	

The vast majority (84.3%) either strongly agreed or agreed with this question, with only a small number (7.2%) of people disagreeing or strongly disagreeing. The highest response to this question was the “strongly agree” category, with over half of people selecting this category. This is the highest single response to a category within the bus consultation survey.

9: How far do you agree with diverting traffic away from certain public transport corridors?

Headline:	Just over three-quarters (76.4%) of responses strongly agreed or agreed in diverting general traffic away from public transport corridors.
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This question was presented as a drop-down menu across five categories. The question considered the principal of diverting general road traffic away from certain public transport corridors in order to improve bus reliability.



Response rate: 74.7%

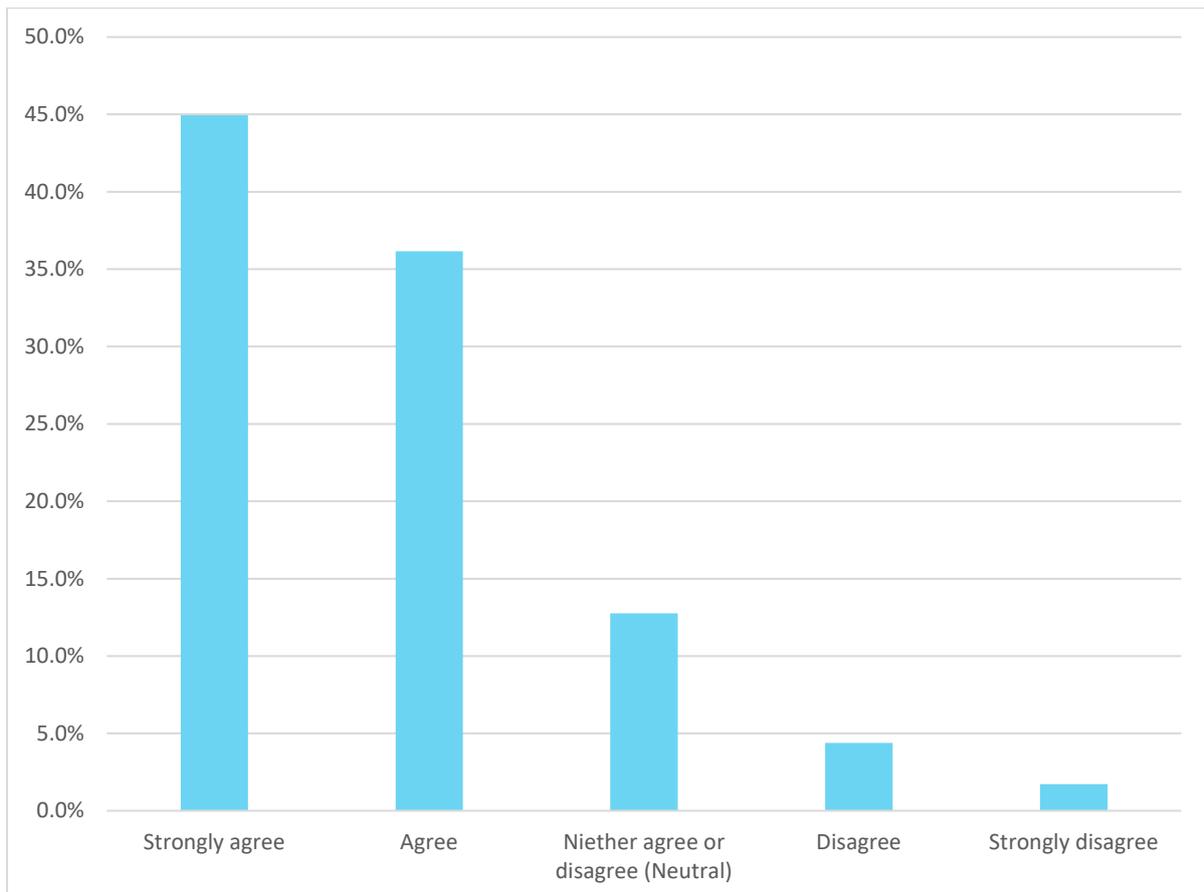
	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
%	41.8%	34.6%	14.3%	6%	3.3%
Grouped	76.4%		14.3%	9.3%	

Just over three-quarters (76.4%) either strongly agreed or agreed with this question, with only a small number (9.3%) of people disagreeing or strongly disagreeing. The highest response to this question was the “strongly agree” category, with 41.8% people selecting this category. The response to this question is similar in terms of response as the road space reallocation question.

10: Do you agree with buses having extra 'green time' at traffic signal to help services run punctually?

Headline:	A significant majority (81.2%) strongly agreed or agreed that buses should have extra “green time” at traffic signals.
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This question was presented as a drop-down menu across five categories. The question considered “green time” (bus priority) at traffic signalled junctions.



Response rate: 74.8%

	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
%	45%	36.2%	12.8%	4.4%	1.7%
Grouped	81.2%		12.8%	6.1%	

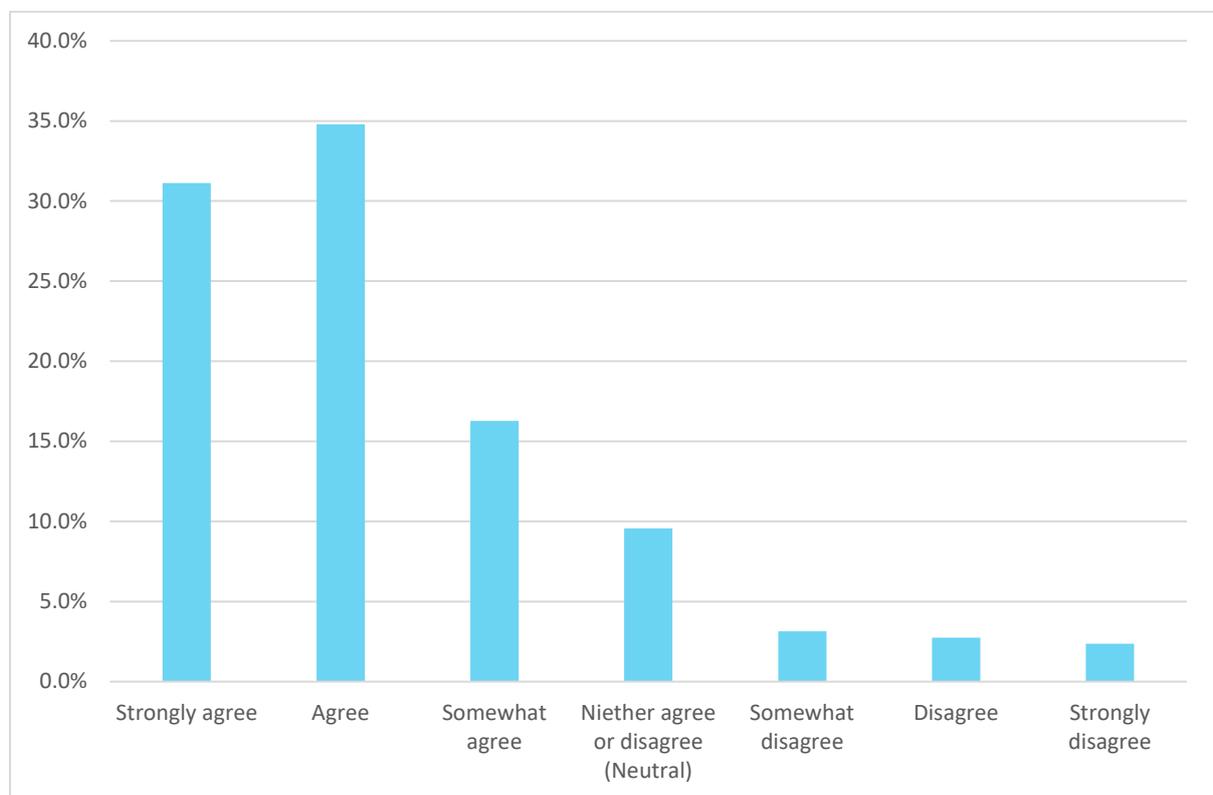
The vast majority (81.2%) either strongly agreed or agreed with this question, with only a small number (6.1%) of people disagreeing or strongly disagreeing. The highest response to this question was the “strongly agree” category, with 45% of people selecting this category. The response to this question is similar in terms of response as the road space reallocation and traffic diversion questions.

11: How far do you agree with our ticketing principles?

Headline:	A significant majority of responses (82.2%) strongly agreed, agreed or somewhat agreed with the ticketing principles.
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This question was presented as a drop-down menu across seven categories. The question proposed the following ticketing principles:

- Tickets and payments using the latest contactless payments
- Same experience on all buses
- A Pay-as-you-go system with daily and weekly capping
- Customers requiring one account/app for tickets, payment journey planning and information.
- Those without contactless bank cards being able to access the same benefits
- Integrated with other transport modes.



Response rate: 70.5%

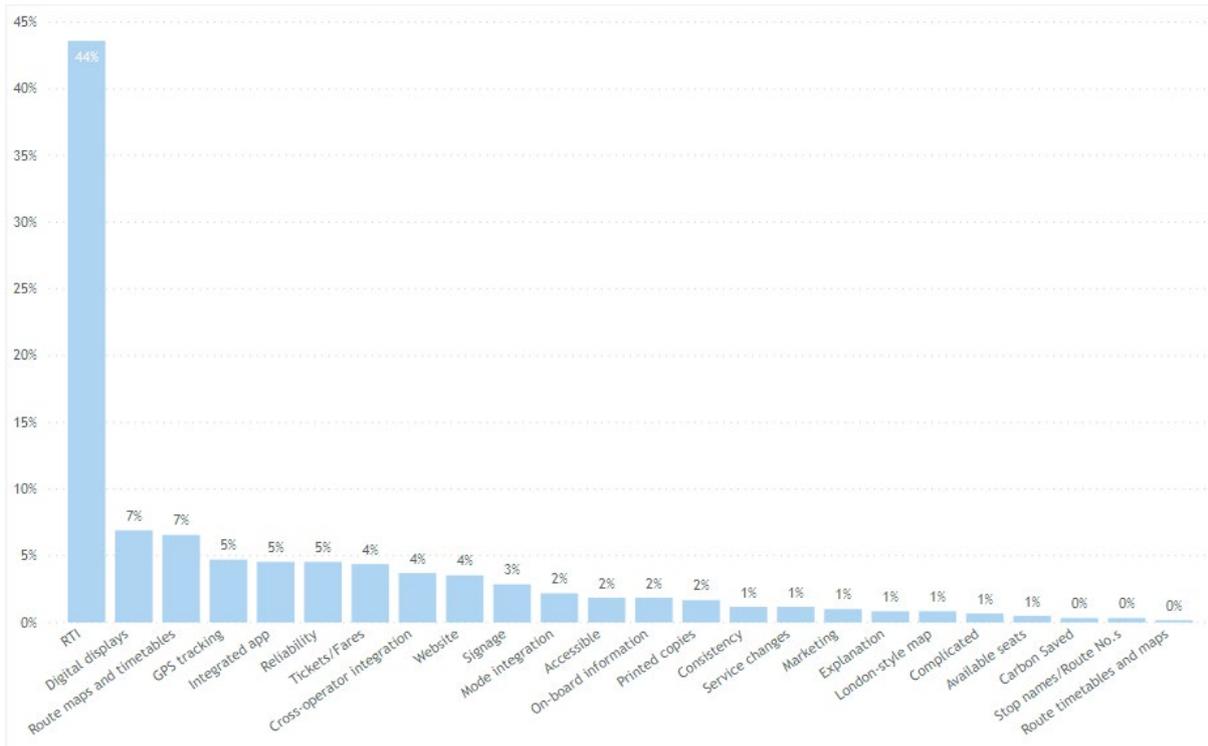
	Strongly agree	Agree	Somewhat agree	Neither agree or disagree	Somewhat disagree	Disagree	Strongly disagree
%	31.1%	34.8%	16.3%	9.6%	3.1%	2.8%	2.4%
Grouped	82.2%			9.6%	8.3%		

The vast majority (82.2%) either strongly agreed, agreed or somewhat agreed with the ticketing principles, with only a small number (8.3%) of people somewhat disagreeing, disagreeing or strongly disagreeing. The highest response to this question was the “agree” category, although this was only by 3.7% ahead of the second highest category; “strongly agree”.

12: Are there any other improvements to the provision of bus information that would you like to see?

Headline:	Improvements in Real Time Information was wanted for bus services.
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A total of 762 text responses were received. The below chart summarises the text responses received after being grouped together by main reason.



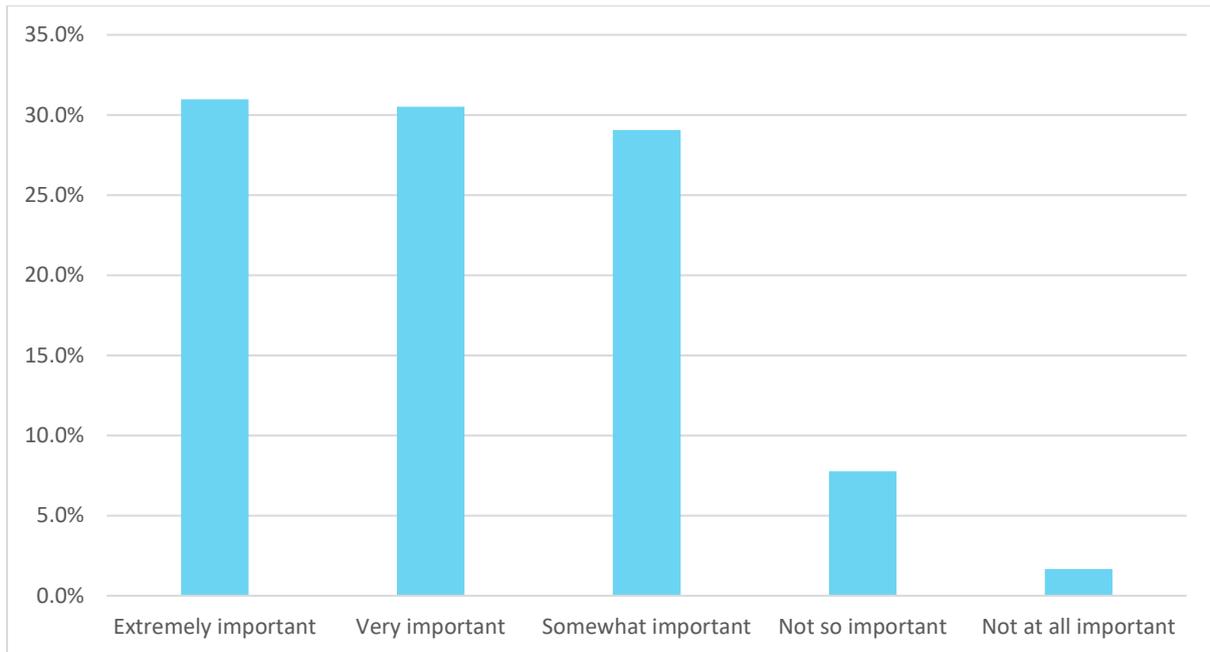
(Percentages rounded to nearest whole number)

A very large proportion of responses to this question wanted to see further Real Time Information (RTI) being provided, with the next largest response being similar, being digital displays being provided at key interchanges/on buses.

13: How important are modern vehicles to your passenger experience?

Headline:	Whilst viewed as important, there was an even split in terms of level of importance weighted by people.
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This question was presented as a ranking of importance across five categories. The question gauged the level of importance people had for modern bus vehicles being provided.



Response rate: 70.8%

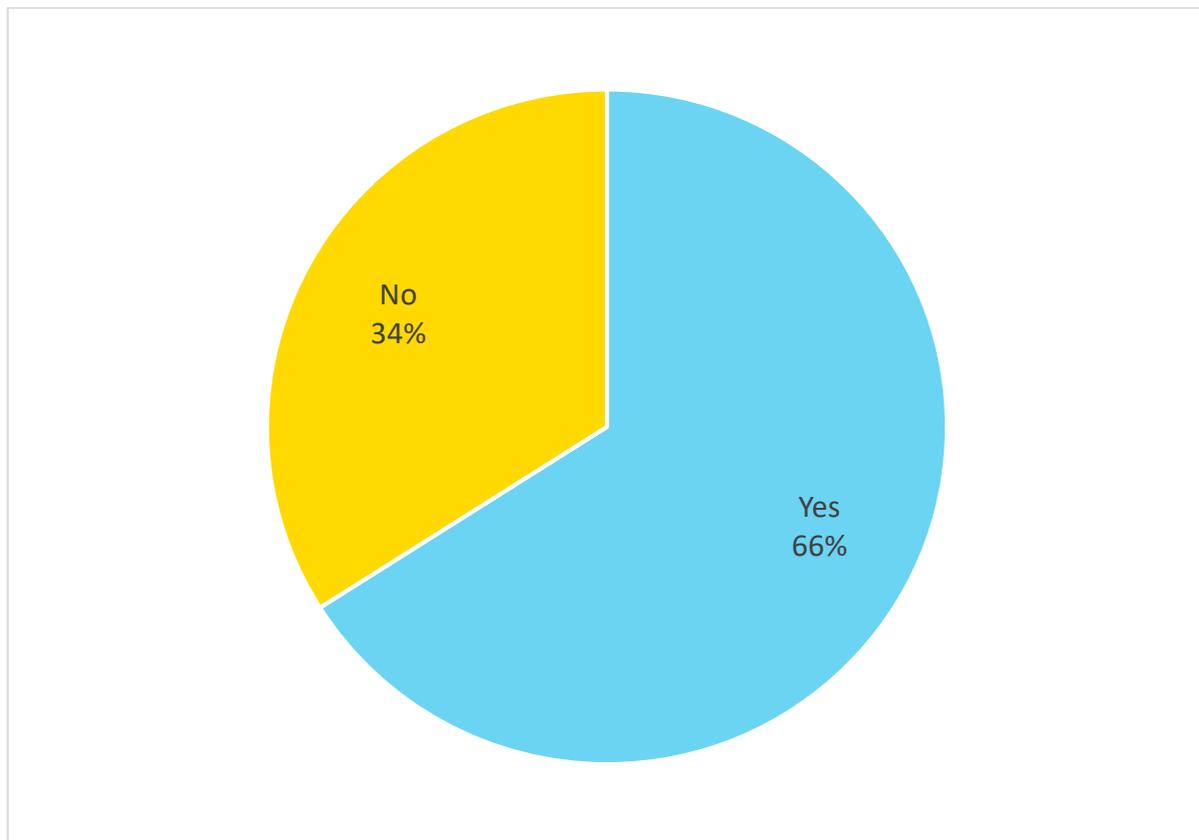
	Extremely important	Very important	Somewhat important	Not so important	Not at all important
%	31%	30.5%	29.1%	7.8%	1.7%
Grouped	61.5%		29.1%	9.5%	

Option was split relatively evenly across the “Extremely important”, “Very important” and “Somewhat important” categories, each attracting approximately 30% of responses, with 10% towards the not as important categories.

14: Would you be open to using a shared taxi/mini bus to connect to the wider bus network?

Headline:	<p>Two-thirds of people stated they would use a shared taxi/minibus.</p> <p>Concerns over bus priority, cost and ticketing were the main issues from people who responded “no” to this question.</p>
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This question was presented as a simple yes/no question. A text box was provided so individuals could explain their reasons for not wanting to use a shared taxi/minibus.

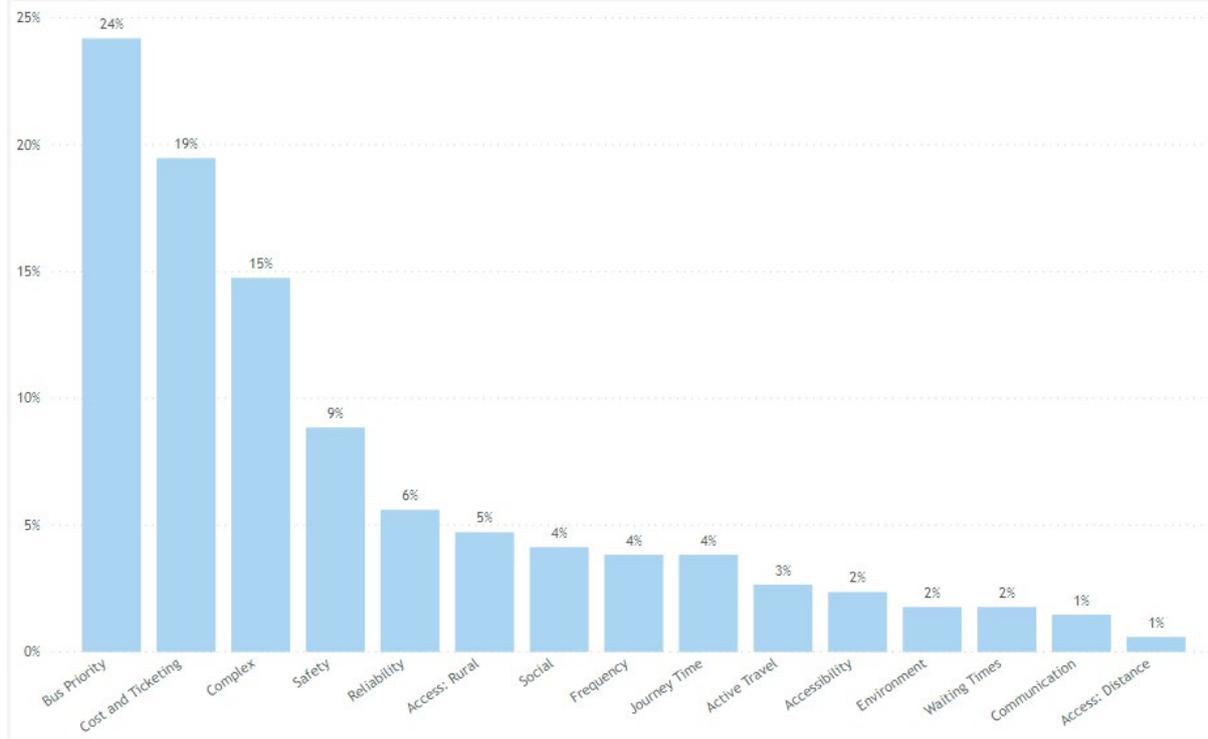


Response rate: 69.7%

	Yes	No
%	66%	34%

Two thirds of responses indicated that they would use a shared taxi or minibus in order to connect to the wider bus network. However, one third of people stated they would not.

A total of 368 text responses were received. The below chart summarises the text responses received after being grouped together by main reason for not wanting to use a shared taxi/minibus.



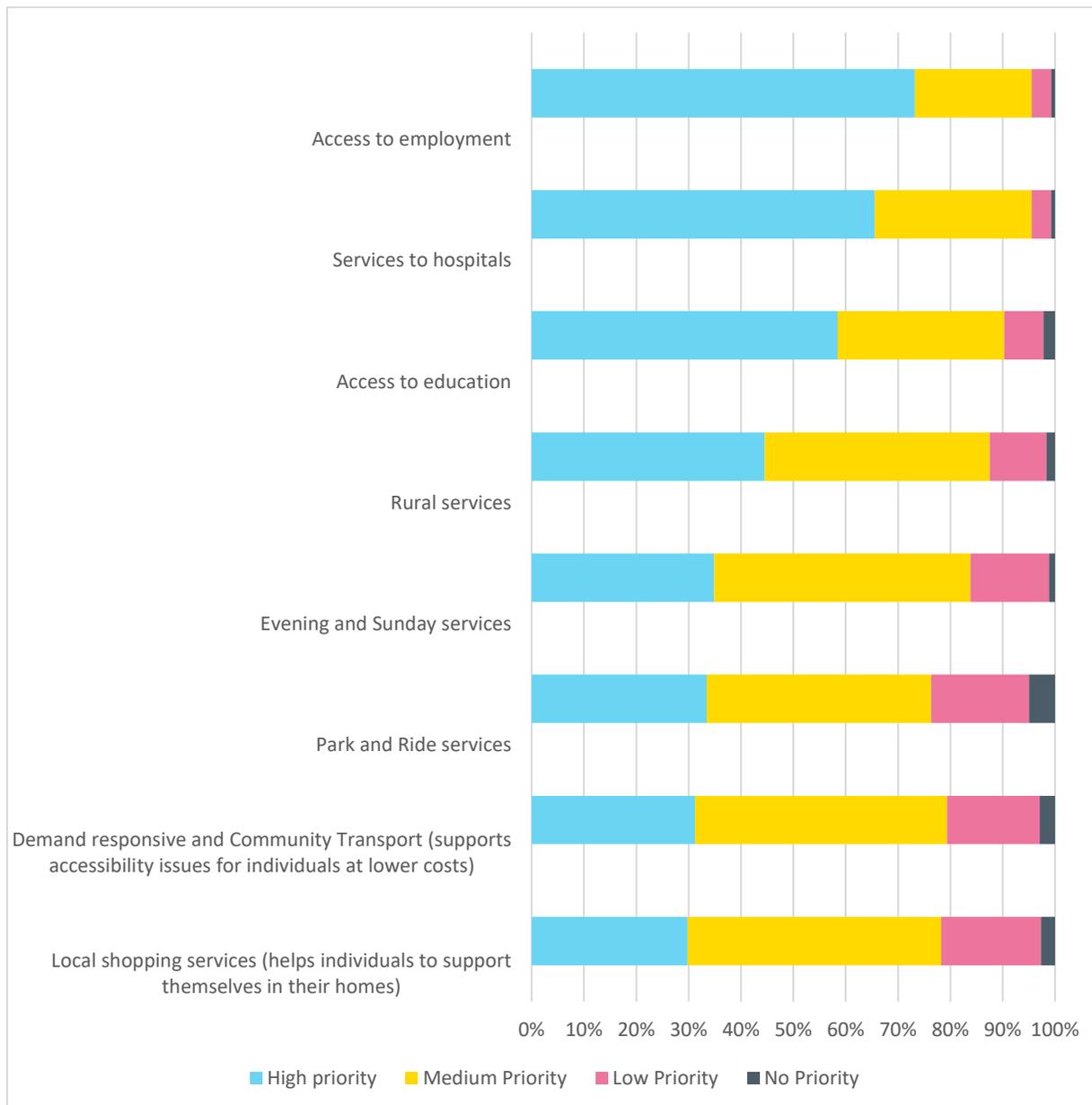
(Percentages rounded to nearest whole number)

The main concerns raised were bus priority, followed by the cost and ticketing, and that the system would be too complex. Safety and reliability were also significant concerns.

15: How do you think councils should spend their budget for supported bus services?

Headline:	The highest ranked priorities for supported bus services were access to employment, hospitals and education facilities.
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This question was presented as a ranking of each of eight themes, based on the types of services/access to facilities across four levels of priority. Individuals were not restricted in ranking these themes in order of importance. The question gauged what type of services and facilities served should be provided through the supported bus network.



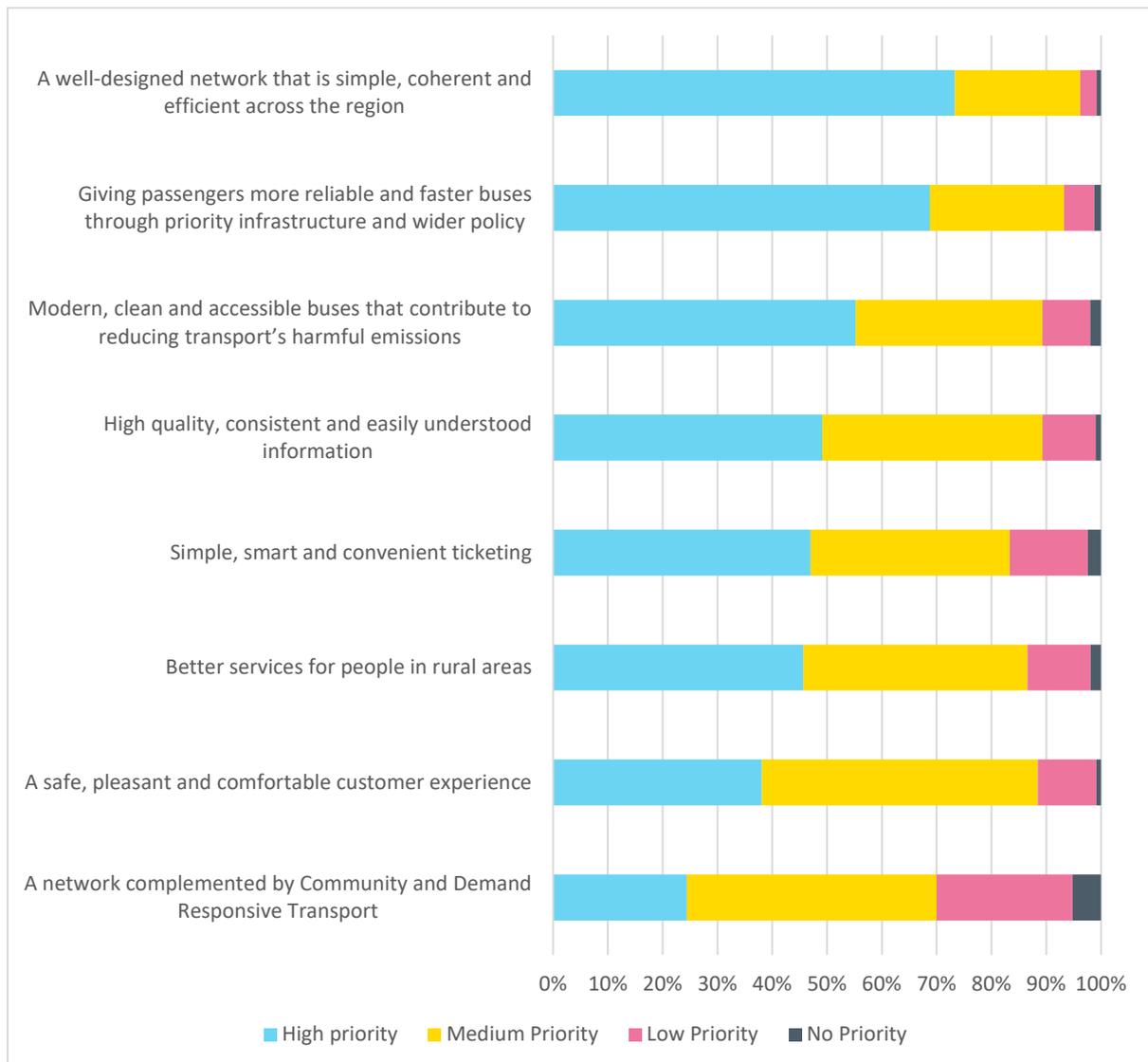
Theme	High priority	Medium Priority	Low Priority	No Priority
Access to employment	73.3%	22.3%	3.8%	0.7%
Services to hospitals	65.6%	30.0%	3.7%	0.8%
Access to education	58.5%	31.8%	7.5%	2.2%
Rural services	44.5%	43.0%	10.8%	1.7%
Evening and Sunday services	34.9%	48.9%	15.0%	1.2%
Park and Ride services	33.4%	42.9%	18.7%	5.0%
Demand responsive and Community Transport	31.2%	48.1%	17.7%	2.9%
Local shopping services	29.8%	48.5%	19.0%	2.7%

Two thirds of responses indicated that they would use a shared taxi or minibus in order to connect to the wider bus network. However, one third of people stated they would not.

16: Which of the Bus Strategy’s themes would you prioritise?

Headline:	The highest ranked bus strategy themes were a well-designed bus network, reliable and faster bus services and modern, clean accessible buses.
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This question was presented as a ranking of each of eight themes across four levels of priority. Individuals were not restricted in ranking these themes in order of importance. The question asked people what level of prioritisation each of the Bus Strategy themes should have.



	High priority	Medium Priority	Low Priority	No Priority
A well-designed network that is simple, coherent and efficient across the region	73.3%	22.9%	3.0%	0.8%
Giving passengers more reliable and faster buses through priority infrastructure and wider policy	68.7%	24.5%	5.5%	1.2%
Modern, clean and accessible buses that contribute to reducing transport's harmful emissions	55.2%	34.1%	8.8%	2.0%
High quality, consistent and easily understood information	49.1%	40.2%	9.7%	1.0%
Simple, smart and convenient ticketing	47.0%	36.3%	14.2%	2.4%
Better services for people in rural areas	45.7%	40.9%	11.5%	1.9%
A safe, pleasant and comfortable customer experience	38.1%	50.4%	10.7%	0.9%
A network complemented by Community and Demand Responsive Transport	24.4%	45.6%	24.8%	5.2%

Out of the themes ranked high priority; Access to employment opportunities, Access to hospitals, and Access to education was considered the most important in terms of supported bus services.

The themes that attracted lower levels of high priority included Access to local shopping facilities, Demand responsive transport and Park and ride services. These three themes also attracted higher responses to the "low priority" or "no priority" categories compared with other responses.

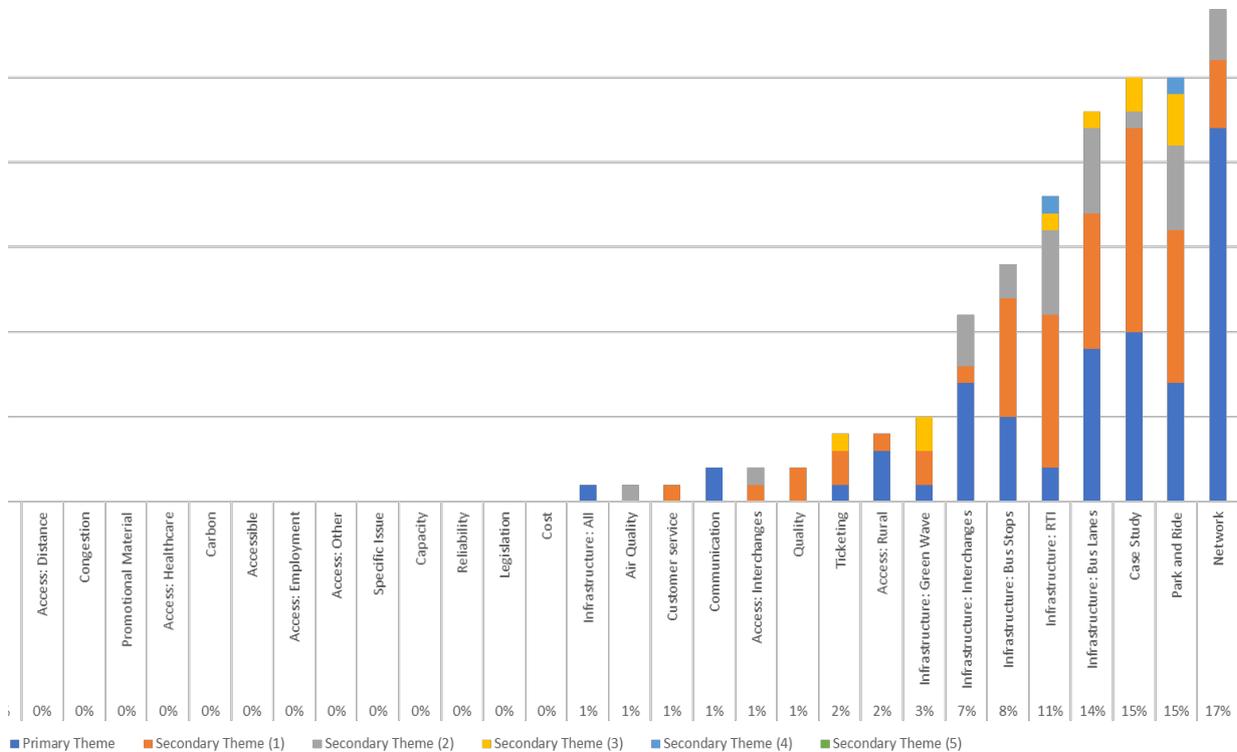
17: Do you have additional comments on the Bus Strategy?

Headline:	There was an overall positive response towards changes to the bus network infrastructure, with bus cost (being too expensive) being a concern.
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A total of 768 text responses were received through the e-questionnaire, along with the 65 text responses. The comments in this section was wide ranging, with respondents covering multiple topics within their response. Responses were broken down into the main primary theme, alongside secondary themes that were raised. Each theme was also classified as either a positive, neutral or negative response.

Positive Responses

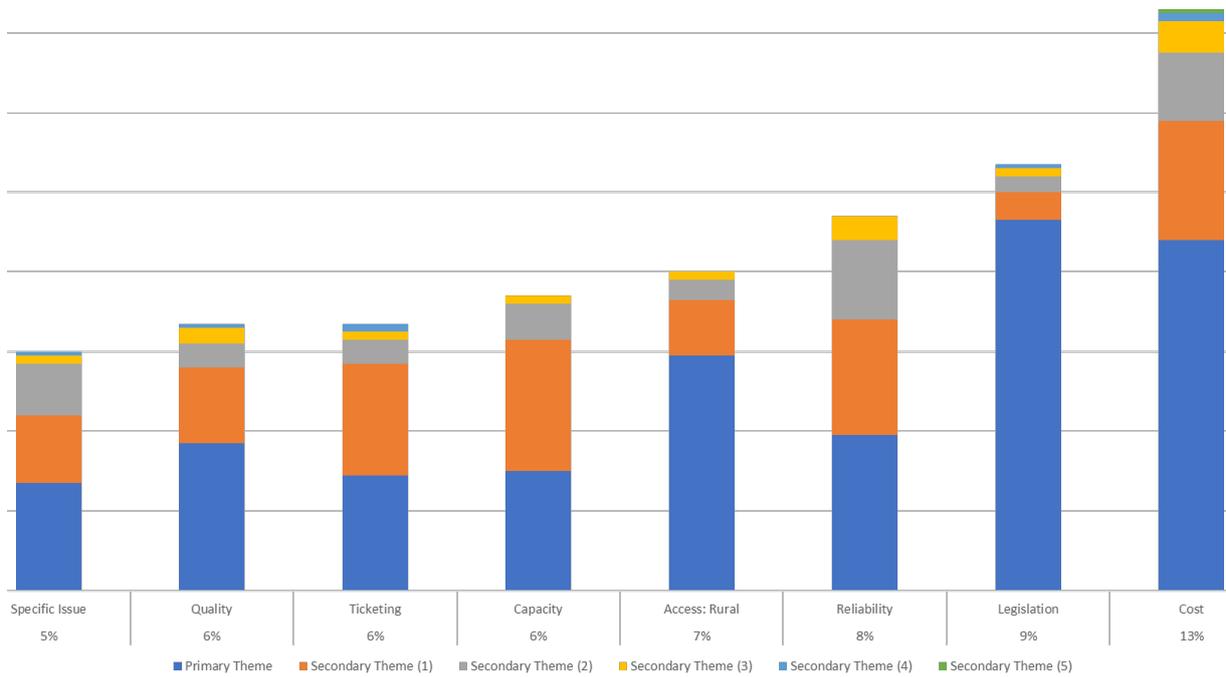
These responses were broadly supportive of the strategy or encouraging specific issues.



Out of this collection of responses, the main these was were support for network changes and more park and ride sites. There were several responses also referring to case studies of other locations and cities which should be replicated within the West of England area. There was also strong support for more infrastructure for buses, including bus lanes and real time information.

Neutral Responses

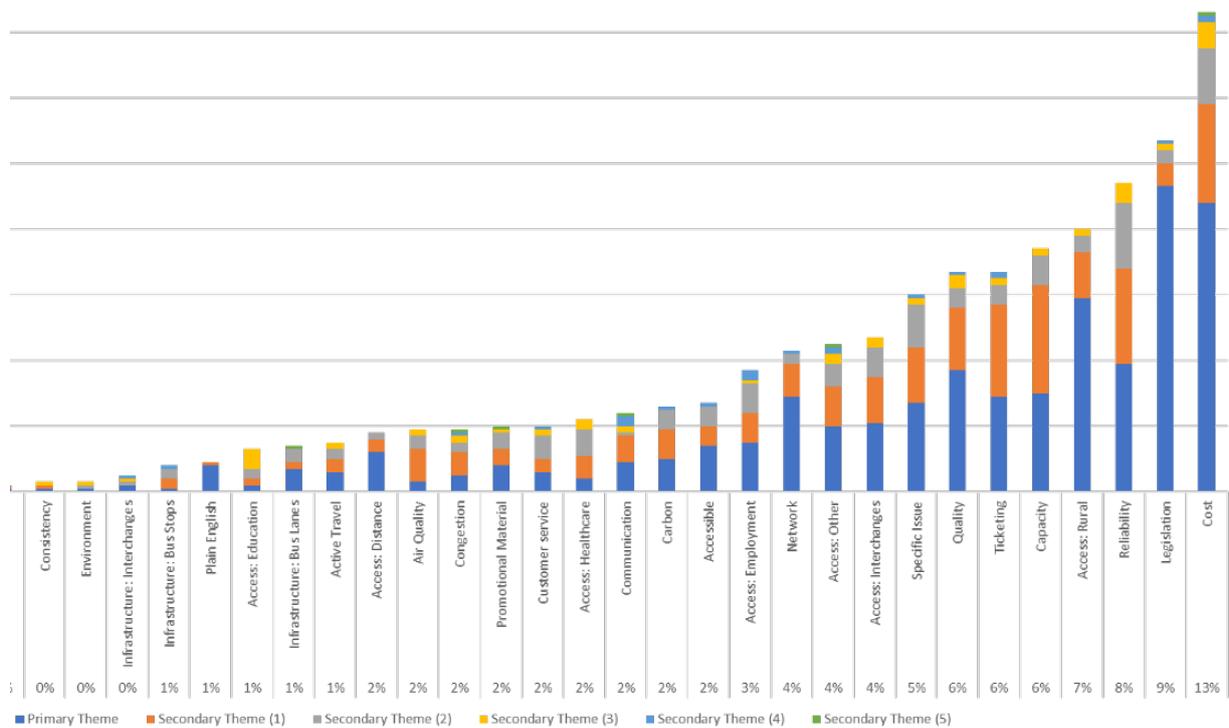
These responses were statements or changes to that specific topic or issue, but with no preference in either a positive or negative way towards that topic.



Out of this collection of responses, references to cost of travelling were highlighted, as well as a view that changes to legislation would be needed.

Negative responses

These responses were negative towards the topic or issue.



Out of this collection of responses, references to cost (being too expensive) of travelling by bus was the largest response. Issues relating to legislation, reliability of bus services, access to rural areas, and capacity (overcrowding) of bus services were also raised as main issues.

Next steps

We wish to thank all people for taking the time to respond to the consultation. These findings will now be reviewed and considered for incorporation into the final version of the Bus Strategy.

Following on from what you told us:

- We will consider the inclusion of the objectives within the final bus strategy. *85.2% of people agree with the objectives.*
- Whilst a significant proportion of people felt the target to double passenger numbers is sufficiently ambitious, it is noted that around 450 responses did not agree with this target. Further analysis will be undertaken within the final consultation report, along with any changes or additional targets recommended.
- Along with further consultation with bus operators, we will consider the development of an interchange-based network. *76.3% agree with the concept of an interchange-based network*
- As part of the consultation questionnaire you provided postcode data. This will allow us to have a better understanding of any differences in views across both rural and urban areas and carefully consider the responses across the region. These will be evaluated in the final consultation report.
- There is a very clear positive response to providing buses extra “green time” at signals. Alongside the support for road space reallocation, and diverting traffic away from public transport corridors, we will consider measures within the final bus strategy. *74.8% of people agree with buses having extra 'green time' at traffic signal to help services run punctually.*
- We will further consider the level of priority given to modern vehicles improving the passenger experience within the final Bus Strategy. *Opinion was split on whether modern vehicles are somewhat, very, or extremely important to their passenger experiences.*
- We recognise that there may be differing views on the type of ticketing offer that is finally provided, and we will need to consider this further as part of developing the ticket officer for passengers. *82.2% agree with our ticketing principles.*
- It’s clear that most people are not prepared to walk further to a better, more reliable bus service. We will consider making changes to the bus strategy to consider travel distance to bus stops based on the text responses received. *52.2% of people would not walk further to a better, more reliable bus service.*
- We are keen to understand the main barriers that may put people off from using shared taxi or minibuses and other demand responsive style services, to ensure maximum benefit. We will review the free text responses to understand the potential barriers for using other transport solutions and we will carefully consider these in developing such services.
- We will use the outputs from the consultation of this data, including using postcode data to provide a breakdown into local areas to work out whether use of buses is affected by location.

For further details regarding the survey results, please contact: info@westofengland-ca.gov.uk

Appendices:

Demographic & equalities data

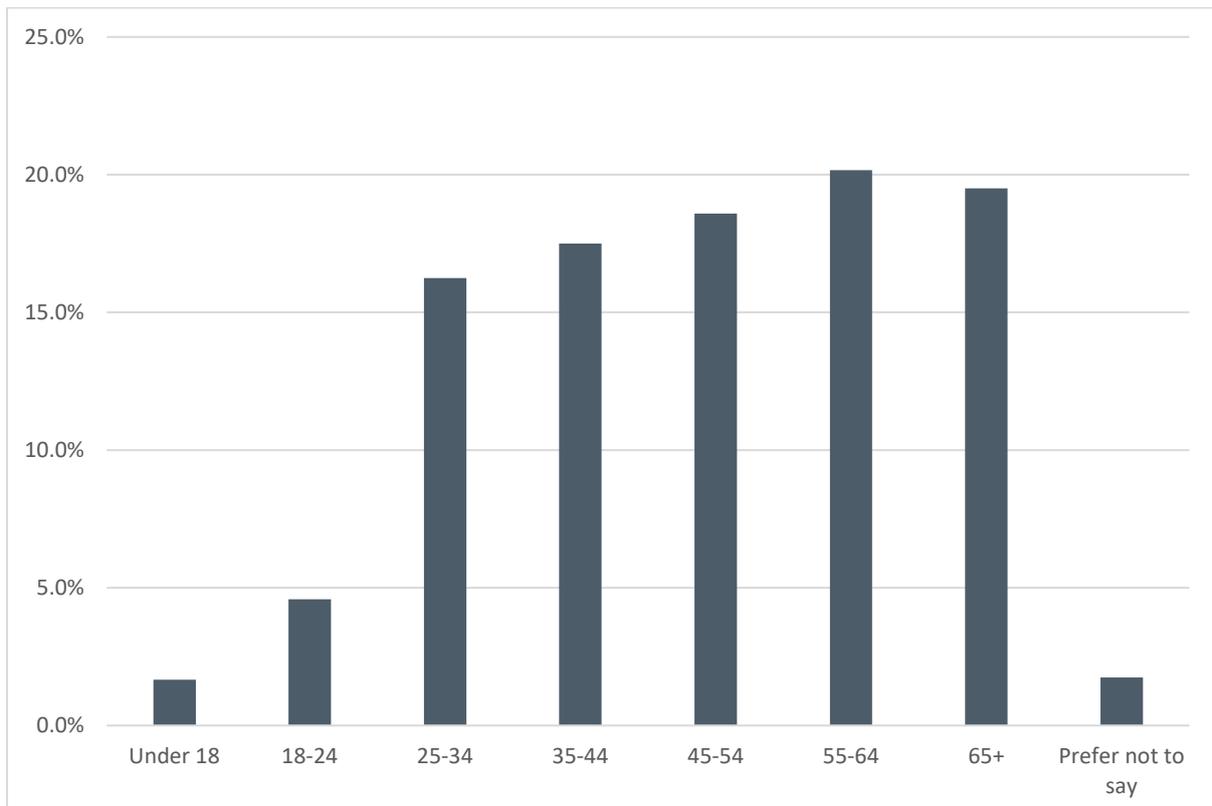
Demographic & equalities Questions:

- What is your age?
- What is your gender?
- What is your ethnicity?
- What is your religion?
- What is your sexual orientation?
- Do you have a disability?

These questions were asked as part of requirements to ensure that the survey has been responded to by a representative sample of the population. This data will also be used in conjunction with some of the other survey data to identify any trends on the types of responses.

Age

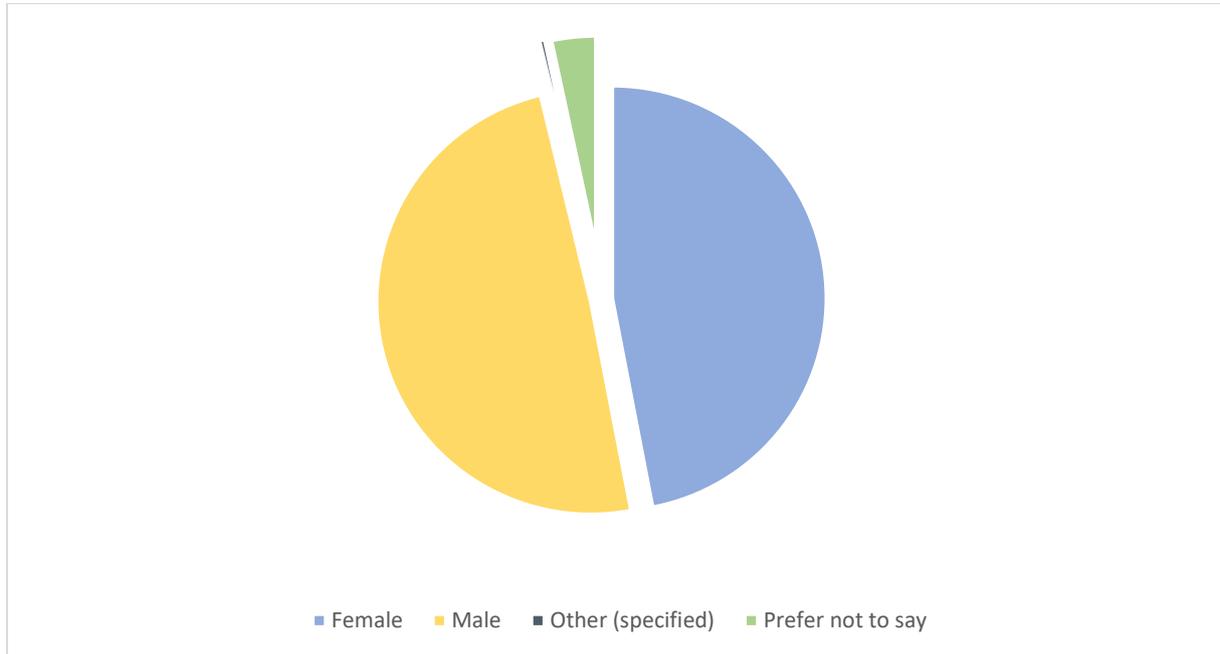
This asked individuals to specify an age range. Individuals could select a “prefer not to say” if they did not wish to disclose this.



Under 18	18-24	25-34	35-44	45-54	55-64	65+	Prefer not to say
1.7%	4.6%	16.2%	17.5%	18.6%	20.2%	19.5%	1.7%

Gender

This asked individuals to specify gender. A drop-down list, plus a text box was provided. Individuals could select a “prefer not to say” if they did not wish to disclose this.

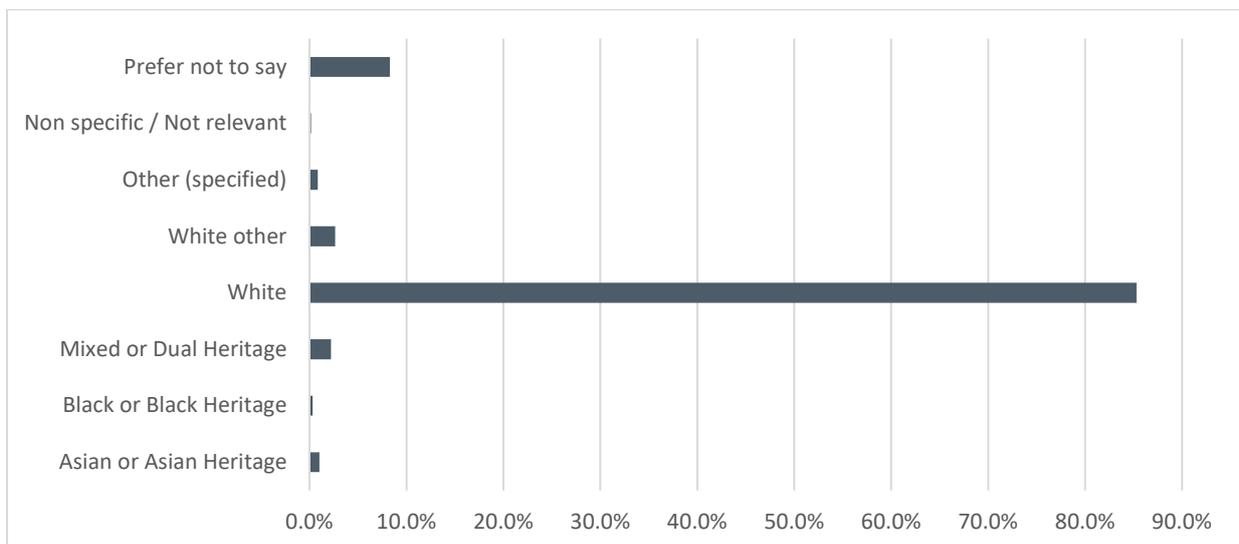


	%
Male	47.0%
Female	49.2%
Other (specified)*	0.4%
Prefer not to say	3.4%

*Multiple responses have been grouped together

Ethnicity

This asked individuals to specify ethnicity. A drop-down list, plus a text box was provided. Individuals could select a “prefer not to say” if they did not wish to disclose this.

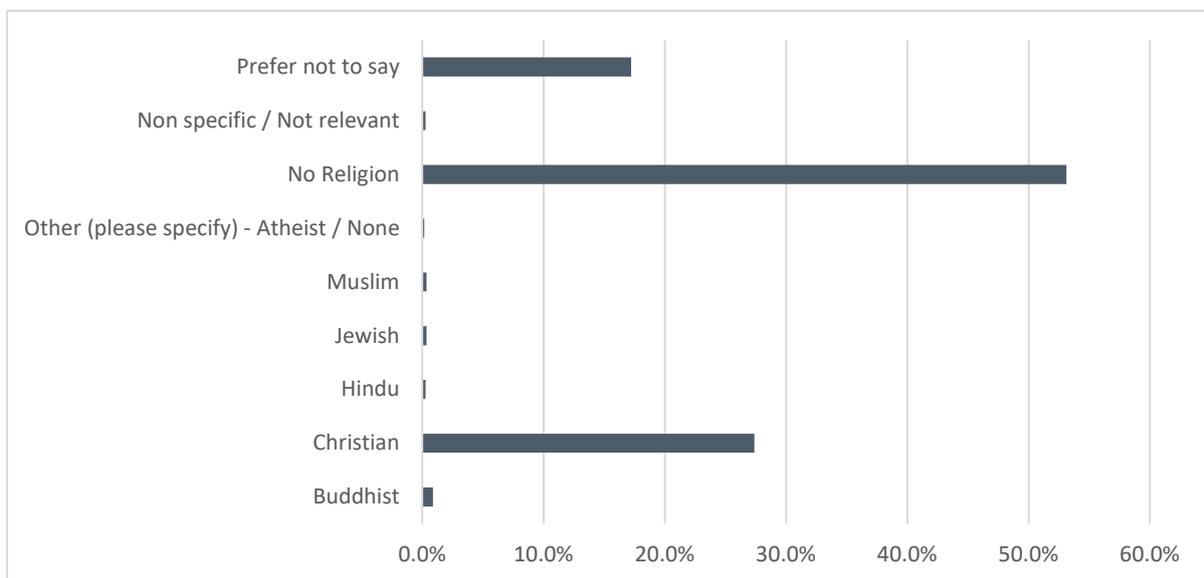


Ethnicity	%
Asian or Asian Heritage	1%
Black or Black Heritage	0.3%
Mixed or Dual Heritage	2.2%
White	84.6%
White other	3.1%
Other (specified)*	0.3%
Prefer not to say*	8.4%

*Multiple responses have been grouped together

Religion

This asked individuals to specify religious beliefs. A drop-down list, plus a text box was provided. Individuals could select a “prefer not to say” if they did not wish to disclose this.

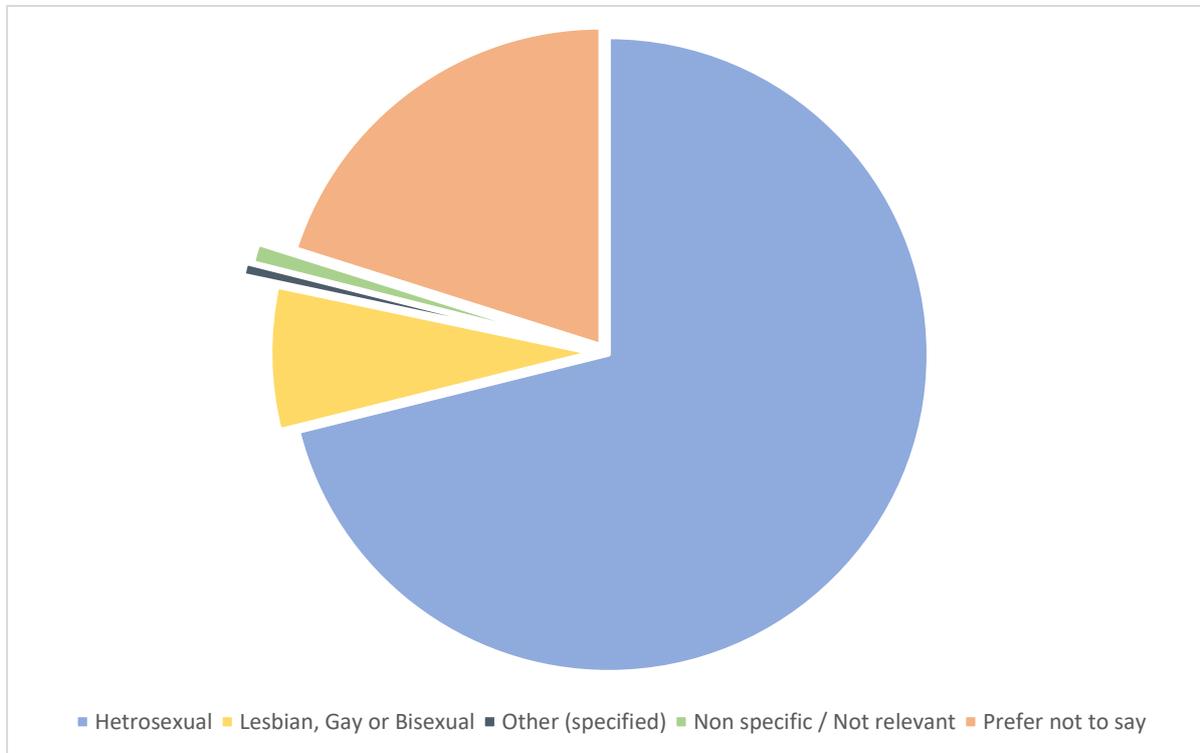


	%
Buddhist	0.7%
Christian	27%
Hindu	0.4%
Jewish	0.4%
Muslim	0.4%
Other (specified)*	1.4%
No Religion	52.4%
Prefer not to say*	17.3%

*Multiple responses have been grouped together

Sexual Orientation

This asked individuals to specify their sexual orientation. A drop-down list, plus a text box was provided. Individuals could select a “prefer not to say” if they did not wish to disclose this.

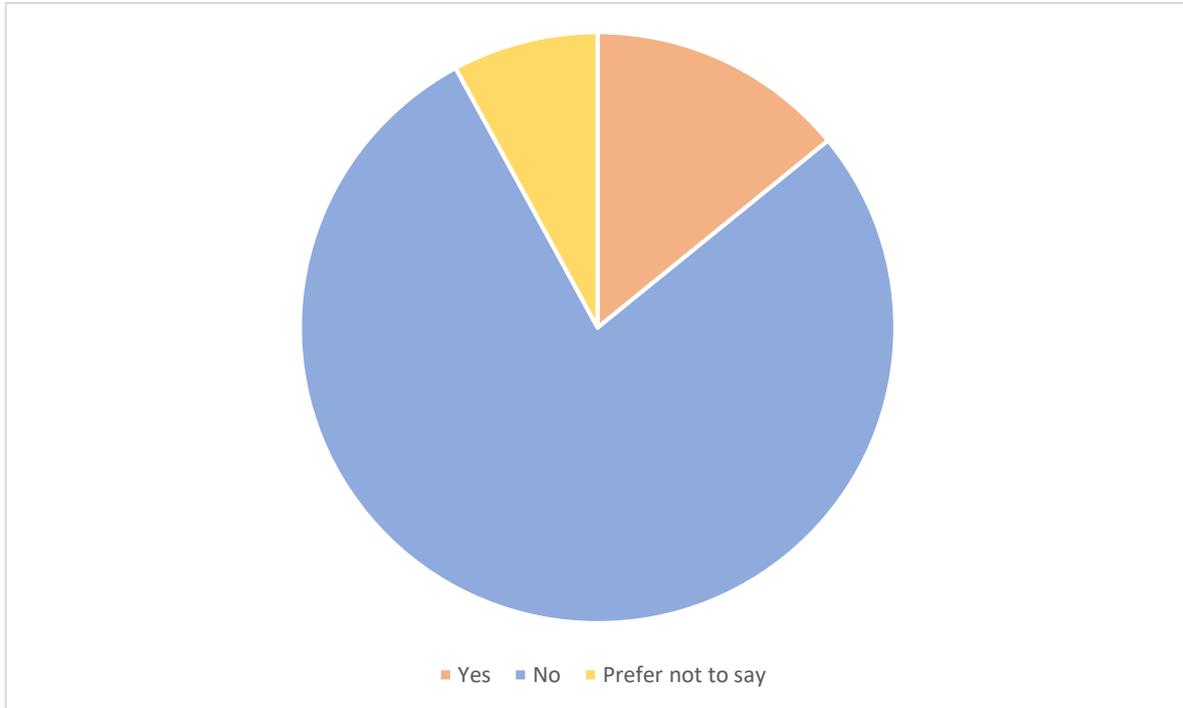


	%
Heterosexual	71.1%
Lesbian, Gay or Bisexual	7.2%
Other (specified)*	0.6%
Prefer not to say	21.1%

*Multiple responses have been grouped together

Disability

This asked individuals to specify whether they consider themselves having a disability or not. This was on the form of a “yes/no/prefer not to say” response only.



Disability	%
Yes	14%
No	78%
Prefer not to say	8%